AVG 8.0 Internet Security Network Edition

User Manual

Contents

1. Introduction

This user manual provides comprehensive documentation for **AVG Internet Security Network Edition.**

Important notice:

The document may contain references to other user guides, especially the Internet Security guide. If you are not familiar with the AVG User Interface and AVG advanced/Firewall settings we strongly recommend that you download all relevant guides in advance from the http://www.avg.com website, *Downloads* **section.**

1.1. AVG Network edition scheme

Please review the simplified scheme of **AVG Network Editions** showing the basic connection and interaction of remote administration components in the default and most common configuration:
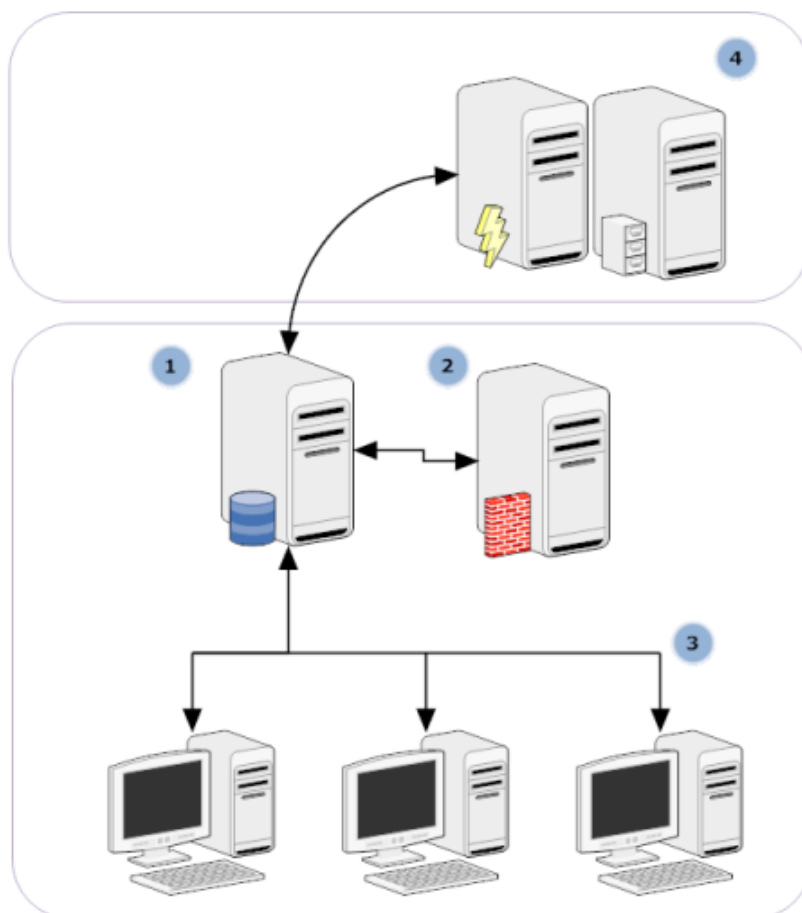
1)   AVG DataCenter

consists of a database, and **AVG Admin Server**. The **AVG Admin Server** performs the role of a mediator between the AVG DataCenter and AVG stations. The AVG Admin Console uses the AVG Admin Server to approach the AVG DataCenter database, and to centrally define stations' settings and system parameters. AVG stations approach the AVG Admin Server to read the setup parameters; and to save their currently defined setting and scan results into the AVG DataCenter.

AVG Admin Server also works as a local update source. If you deploy UpdateProxy role to multiple servers, you can then use them for updating stations and keep the bandwidth/load in balance.

2) AVG Admin Console

is a program for administration of AVG stations. It communicates directly with the AVG Admin Server.

3) Stations

communicate with the AVG Admin Server (accepts the default settings, requests specific settings, sends the scan results etc.)

4) AVG Technologies Server

provides AVG Admin Server/Servers with update files.

1.2. Key features and functions

AVG Internet Security Network Edition offers the following functions:

- **Remote installation**

  Using this function you can easily install AVG on all stations in the local network. This remote installation is secured by the [AVG Network Installer Wizard](#) – a program for direct remote installation and/or creation of an installation script that makes it possible to run the Setup installation program on all remote network stations.

- **Centrally controlled updates**

  All AVG stations in the network can be updated centrally using the AVG Admin Console.

- **Server roles**

  AVG Internet Security Network Edition can now act in multiple roles, where each role can be deployed separately (DataCenter role used for remote stations management, UpdateProxy role for managing updates), which allows the user to divide the load among multiple physical servers.

- **Secured communication**

  Network communication between AVG Admin (AVG Admin Server) and stations is completely encrypted.

- **Full remote administration in the network**

  The full functionality of the **AVG Internet Security Network Edition** guarantees:

  o Automated remote AVG installation on all network stations thanks to new AVG Network installer Wizard

  o Continuous overview of all network AVG stations' current status

  o Central control and administration of AVG stations' configuration

  AVG Internet Security Network Edition full functionality is provided by the AVG Admin Console, and the AVG DataCenter.

  If you do not need the full functionality, it is possible to install and deploy only the AVG Admin Lite (for installation scripts generation only).

- In addition to all standard features, AVG Internet Security Network Edition may contain the following components support (configuration available directly from the AVG Admin Console):

  o *Anti-Spam protection*

  o *Anti-Spyware protection*

  o *Firewall protection*

  o *Web Shield protection*

  o *LinkScanner protection*

  o *Anti-Rootkit protection*

  o *System Tools component*

  Note: *Depending on your network edition, the support of components may vary!*

1.3. Operating Systems Supported

AVG Internet Security Network Edition is intended to manage/protect stations with the following operating systems (with the exceptions mentioned below the list):

• Windows 2000 Professional SP4 + Security Rollup Pack

• Windows 2000 Server SP4 + Security Rollup Pack

• Windows XP Professional SP2

• Windows XP Home SP2

• Windows XP Professional x64 Edition SP1

• Windows Server 2003 SP1

• Windows Server 2003 x64 and Itanium

• Windows Vista (32/64-bit), all editions

*Note: The **Anti-Spyware on-access scanner** is available only for Windows 2000 SP4 + Second Rollup (informally known as Service Pack 5), Windows XP SP2, Windows XP Pro x64 Edition SP1 and Windows Vista.*

The **AVG Admin console** and related components are supported in the following operating systems:

• Windows 2000 Professional SP4 + Security Rollup Pack

• Windows XP Professional SP2

• Windows XP Home SP2

• Windows Server 2000 SP4 + Update Rollup Pack

• Windows Server 2003 SP1

• Windows Server 2003 x64 Edition

• Windows Vista (32/64-bit)

The *AVG Admin Server* is supported in the following operating systems:

- Windows 2000 Professional SP4 + Security Rollup Pack

- Windows Server 2000 SP4 + Update Rollup Pack

- Windows Server 2003 SP1

- Windows Server 2003 x64 Edition

1.4. Minimum Hardware Requirements

Minimum hardware requirements for AVG Internet Security Network Edition are as follows:

- Intel Pentium CPU 300 MHz

- 70 MB of free hard drive space

- 64 MB of RAM memory

Minimum hardware requirements for the **AVG Admin console**, **AVG Admin Server** and related components are as follows:

- Intel Pentium CPU 300 MHz

- 70 MB of free hard drive space

- 128 MB of RAM memory

1.5. Recommended Hardware Requirements

Recommended hardware requirements for AVG Internet Security Network Edition are as follows:

- Intel Pentium CPU 1,2 GHz

- 70 MB of free hard drive space

- 256 MB of RAM memory

1.6. Network Requirements

To be able to successfully install AVG on stations remotely, it is necessary to take some steps in advance.

Note: *If you experience any problems with the remote administration/installation/ connection even after reviewing the chapters below, please try to find the proper answer in the FAQ (Frequently Asked Questions) located at* www.avg.com*.*

1.6.1. Ports to be allowed on stations

For individual stations in your network, that use a personal firewall, you will probably need to allow certain ports and set specific system features in order to be able to correctly use AVG remote installation.

Depending on the firewall type and settings on each station, some of the requirements listed below may be already predefined or allowed, or its settings may not be available under the same name and description. We strongly recommend that all changes should only be done by well experienced users! Always consult the User manual or Help guide for your firewall before proceeding to change any settings.

- **Ping (ICMP type 0 - Incoming echo request)**

  Change this setting only if the **AVG Network Installer** is not able to detect network station(s), which you are sure are switched on and fully operational.

  In the firewall settings used on the remote station allow the incoming ping requests within the local network. Often this function can be found under **ICMP type 0** or **Incoming echo request** or similar description. If set correctly, AVG Network Installer will be able to find the station in the network.

- **File and Printer Sharing for Microsoft Networks**

  To allow **AVG Network Installer** access to a remote station over the *Admin$* share, you first need to allow *File and Printer Sharing for Microsoft Network* on the remote station. Specifically you must allow **TCP ports 139 and 445 and UDP ports 137, 138 and 445**. This way the AVG Network Installer can copy the **AVG Agent** to the remote station.

  As a first step you should check, that the *File and Printer Sharing for Microsoft Networks* is installed on the remote station. If you are using Windows 2000 or XP, you can find the settings under Start/Settings/Network connections. In the properties window of the Network connections, tick the *File and Printer Sharing for Microsoft Networks*. If you cannot see such an

item, then it is probably not installed yet. In this case, please contact your station administrator or install the component yourself from the installation CD.

If the *File and Printer Sharing for Microsoft Networks* is successfully installed, you need to allow the ports mentioned above in the firewall installed on the remote station. If for example the built-in Windows XP firewall is used, you can easily allow this feature by clicking the *File and Printer Sharing* item located in the Exceptions tab.

- **RPC: Remote Procedure Call**

  To be able to launch the AVG Agent on the remote station, you need to allow the following ports in the firewall on the station – TCP and UDP port 135.

- **Communication on TCP port number 6150**

  For correct communication between the **AVG Network Installer** and the **AVG Agent** component you need to first allow communication on **TCP port 6150**. Using this port the AVG Network Installer controls the AVG Agent tool and passes it the AVG installation files.

1.6.2. Ports to be Allowed for Remote Administration

Ports that need to be allowed for remote administration are listed below:

- **Communication on TCP port number 80**

  For downloading AVG updates from the internet to the **AVG Admin Server UpdateProxy**, it is necessary to permit outgoing communication for these components on **TCP port 80**.

  For successful connection between AVG Admin Server and stations, you also need to allow other ports on your router/firewall/hub/VPN or other type of relevant connection type, hardware or software:

- **TCP Port 4158**

  For basic communication between the AVG Admin Server and the AVG stations and the **AVG Admin console**, you need to allow **TCP port 4158** (predefined by default).

  This port can be changed in the AVG Admin Server configuration and in the AVG User Interface on the station (via upper menu *Tools/Advanced Settings*

– *Remote Administration*).

- **TCP Port 6051**

  This port is used for direct messages from AVG Admin Server to the AVG Station.

  This port can be changed within the AVG User Interface on the station (via upper menu *Tools/Advanced Settings – Remote Administration group*).

- **TCP Port 6054**

  This port is used for direct messages from the AVG Admin Server to the AVG Admin Console. This port is not configurable. AVG Admin Console tries to open this port automatically for listening, if the port is not available, it tries to open subsequent ports (**6055, 6066**, …) until it successfully finds an available one.

1.7. Migrating Stations From Previous Version

The migration of one AVG DataCenter to another is described in the *How to/ Migrate stations from/to different DataCenter*.

2. AVG Internet Security Network Edition Installation

In order to be able to remotely install AVG on stations, you must first install **AVG 8.0 Remote Administration** and its components.

The whole process consists basically of two steps:

- **Components Installation**

- **Deployment process**

Note: *It is strongly recommended that you go through the following chapters first to get a general overview of AVG Internet Security Network Edition installation possibilities so that you can set the configuration that best suits your needs. Especially check the Where to Install and Deploy and Components Overview chapters.*

AVG Internet Security Network Edition can be launched using the exe file within the **AVG Admin** directory on the installation CD. Also, the latest installation package can always be downloaded from the AVG website at www.avg.com, in the **Downloads** section.

Before installing AVG Remote Administration visit the AVG website and check for the latest installation file!

2.1. Components Overview

Below you will find brief overview of all components.

2.1.1. AVG Admin Server Deployment Wizard

This wizard will help you to deploy AVG Internet Security Network Edition onto your server or divide it across multiple servers.

2.1.2. AVG Network Installer

The AVG Network Installer Wizard helps you to automatically install AVG on remote stations with only a few clicks.

2.1.3. AVG Admin Console

The **AVG Admin Console** is a central place for administration of your remote AVG station installations in the network. It communicates with the AVG Admin server and controls, processes and displays all relevant events.

2.1.4. AVG Admin Lite

AVG Admin Lite is the name given to a simplified installation of AVG Internet Security Network Edition, providing only a local update source and script AVG installations on stations, without the benefits of AVG DataCenter and **AVG Admin Console**.

2.1.5. AVG Admin Server

The **AVG Admin Server** stores data in a database (AVG DataCenter) and performs the role of a mediator between the AVG DataCenter and stations. AVG Admin Server may also work as a local update source.

The **AVG DataCenter** is a database that contains the entire configuration for AVG stations, including scan and tasks settings. All stations with **AVG** installed, as well as the AVG Admin Console program, communicate with the **AVG DataCenter**. The communication is possible only if the *Remote Control Communication Library* component is properly installed on all stations connected to the **AVG Admin Server**.

AVG DataCenter supports one embedded and several standalone (commercial) SQL database systems. You will be able to choose specific database system during deployment process (AVG Admin Deployment Wizard starts after installation).

2.1.6. Server roles

There are two roles, that can be deployed after installation on AVG Admin Servers. The selection of roles is a key part of the deployment process, that will take place right after product installation. The roles are as follows:

- **DataCenter role**

  Allows central management of AVG stations configuration via the AVG Admin Console, collects scan results from AVG stations, shows components states and much more.

- **UpdateProxy role**

  Serves as a proxy server for downloading and distributing updates to your stations.

2.2. Where to Install and Deploy

You can install and deploy different components/roles of AVG Remote Administration to different servers/stations. There is no need to install everything on one machine.

Once you finish product installation, you will proceed to the deployment process, that allows you to deploy different server roles.

For example, the AVG DataCenter role can be deployed to some central server in your network. If your network or number of stations is large, you can deploy the ProxyServer role to multiple servers across the network to achieve load balancing and adequate bandwidth usage.

Also, the AVG Admin Console (central application for administration of your stations) can be installed to a different station and the administrator can manage the stations from any place.

2.3. Language Selection

The welcome dialog appears in the language of the operating system to which AVG Internet Security Network Edition is being installed. You can switch to another language and confirm your choice by pressing the **Next** button.
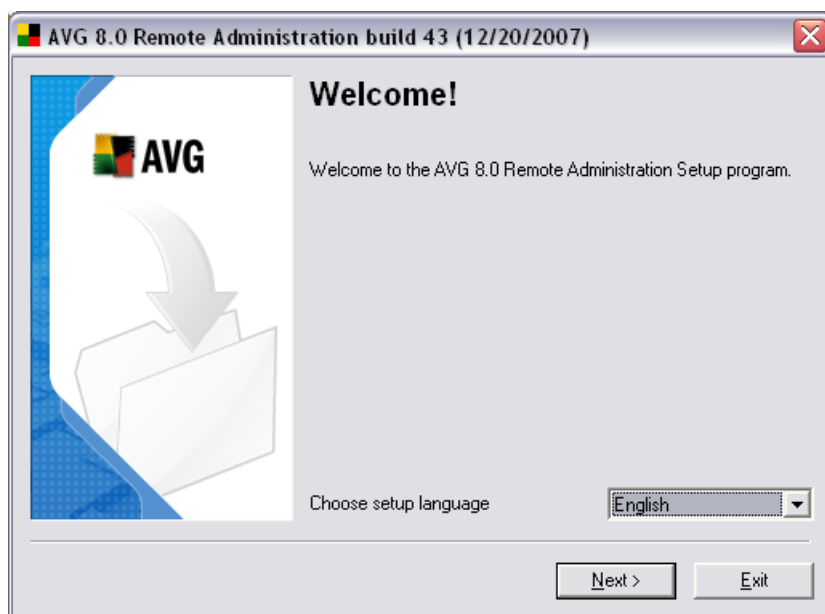
2.4. License Agreement

This dialog window offers the full wording of the AVG Internet Security Network Edition license agreement. To approve, press the *Accept* button. Otherwise press the *Don't accept button*, and the installation process will be cancelled.
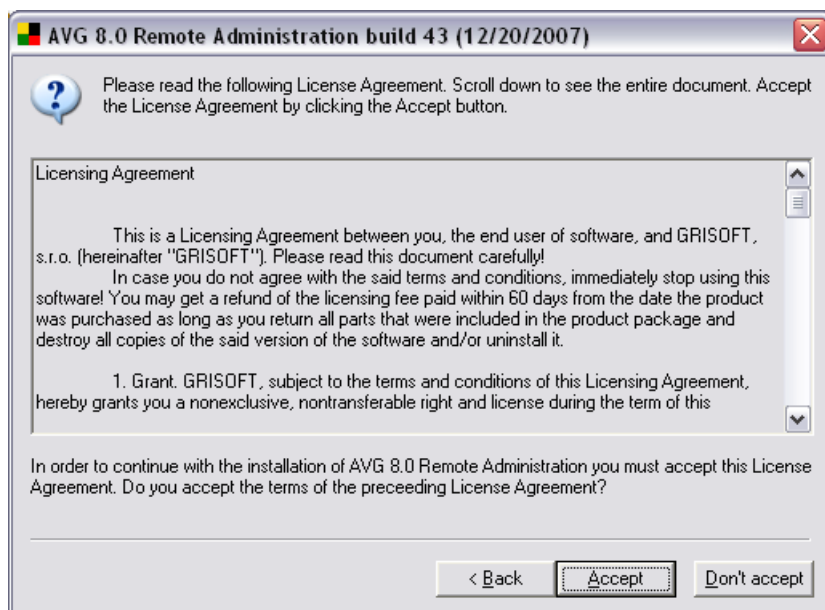
2.5. Installation Type
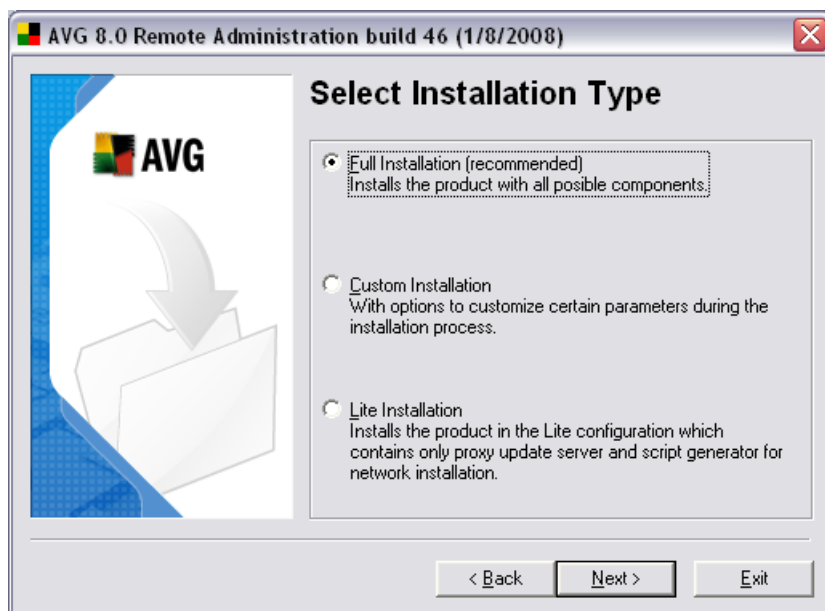
In this dialog select which type of Remote Administration you wish to install. You have the following options:

- **Full Installation**

  This is the recommended option. It will install all possible components.

- **Custom Installation**
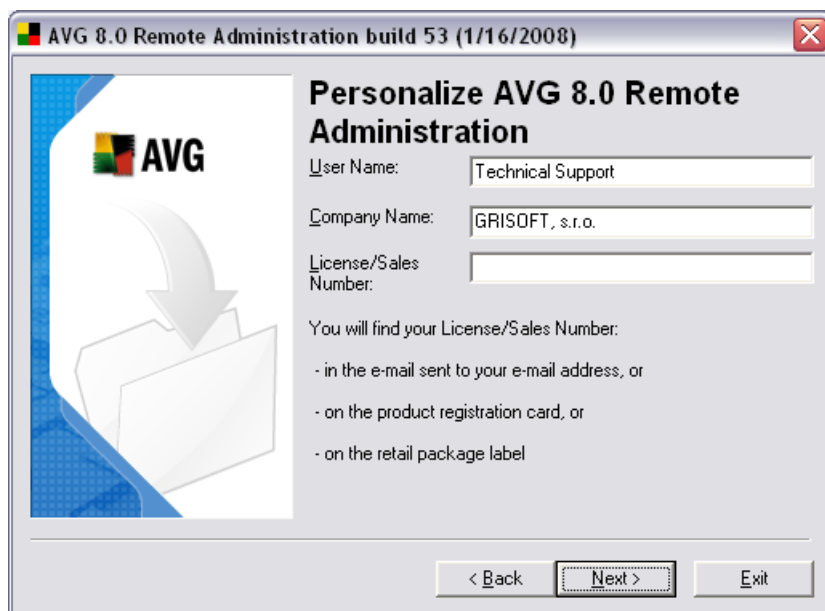
  This option allows you to select, which components you wish to install.

- **Lite Installation**

  This choice installs the product with simplified wizards that contain predefined settings for **UpdateProxy** role only. The **AVG Network Installer Wizard** allows only simple script generation. No console for administration will be installed and no AVG DataCenter will be deployed.

  You can find more information on the Lite Installation in the AVG Admin Lite Chapter.

2.6. Enter license number

In this dialogue enter your User name, Company name (if applicable) and your License or Sales Number. Click the **Next** button to continue.

2.7. Destination Folder

You have to specify the destination folder where AVG Internet Security Network Edition (and its components) will be installed. If you want to select another directory, specify the directory path or choose a directory from your local disk by pressing the Browse button. To continue the installation press the **Next** button.
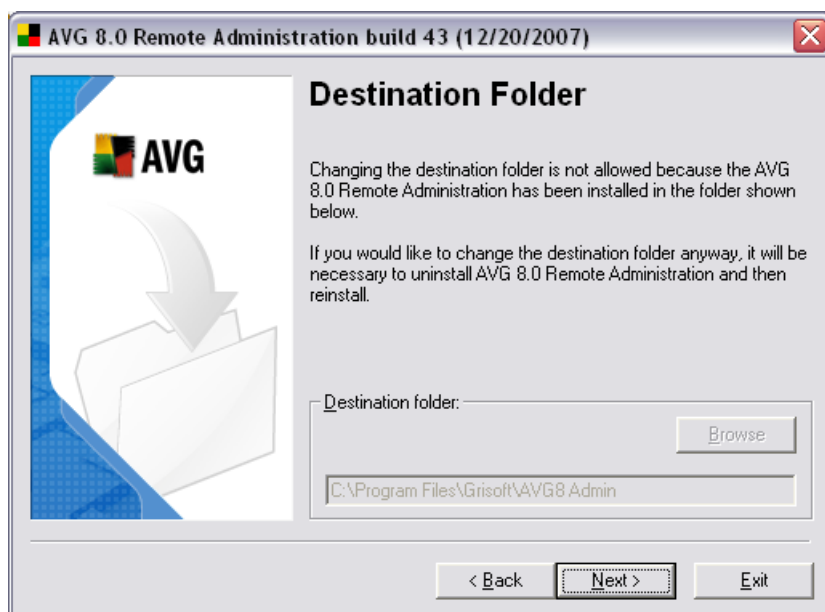
If you specified a directory different from the default one, and the specified directory does not exist, a new dialog will pop up asking you whether you want to create the directory. To confirm creating the directory, press the **Yes** button.

2.8. Component Selection

The new dialog window asks you to select those AVG Internet Security Network Edition components you want to install (does not apply to the **Lite installation** option). By default, all components are selected. If you decide on another arrangement, check or uncheck the respective checkbox. To continue the installation process, press the **Next** button:
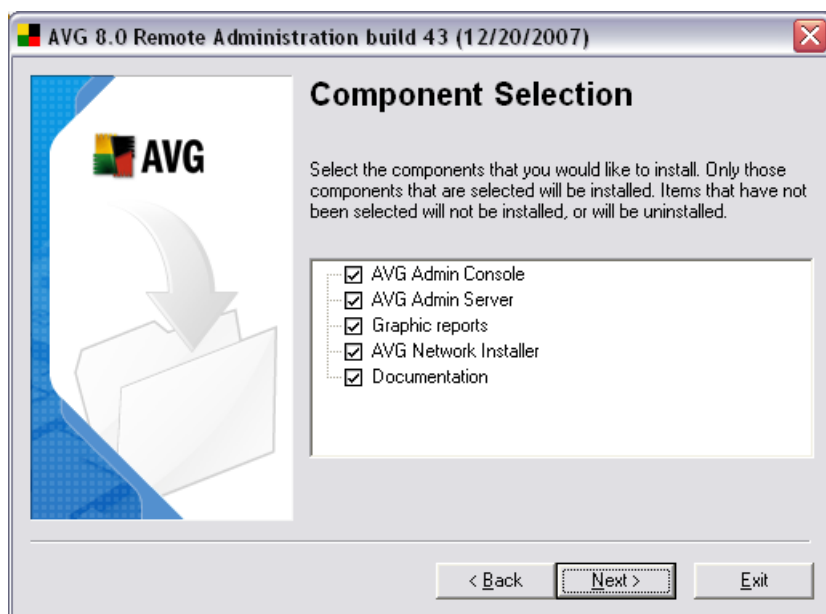
Note: *If you want to use Graphic reports, install the component on the computer where you install AVG Admin Server, and on each computer where you install AVG Admin Console. Graphic reports are generated by the AVG Admin Server and can be viewed by the AVG Admin Console.*

2.9. Installation Summary

This dialog presents a list of all selected parameters. To continue the installation, press the **Finish** button.
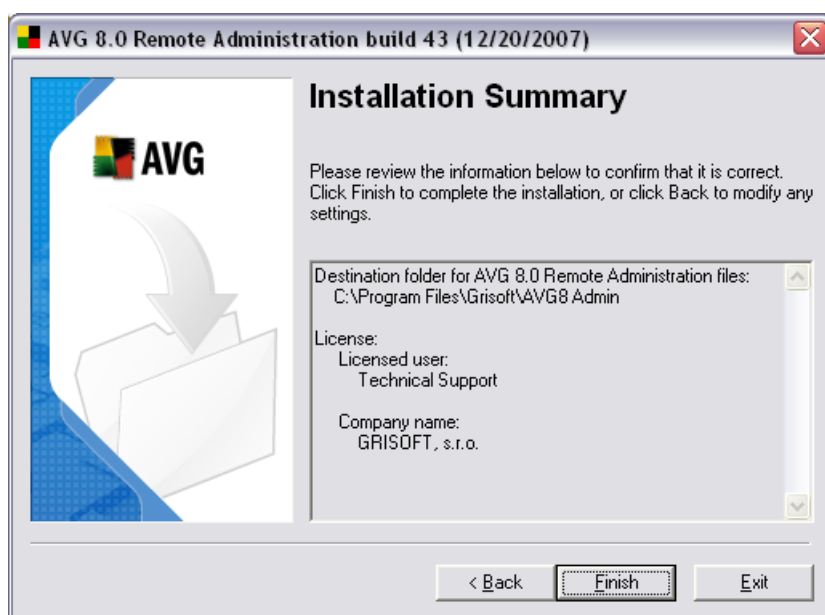
2.10. Installation Complete

The Installation complete dialog appears to confirm that AVG Internet Security Network Edition and all its components were installed successfully. Press the **OK** button to finalize the installation.

If the installation went through correctly, one of the following Wizards will launch automatically depending on your previous choices during installation process:

- **AVG Admin Deployment Wizard**

   This Wizard will start automatically if you chose Full or Custom installation in the Installation type dialogue.

   For more information see the ***AVG Admin Deployment Wizard*** chapter.

   Note: *You must go through this wizard in order to make AVG Internet Security Network Edition function properly.*

- ***AVG Admin Deployment Wizard Lite***

    This Wizard will start if you chose Lite Installation in the Installation type dialogue. For more information see the ***AVG Admin Deployment Wizard Lite*** chapter.

    Note: *You must go through this wizard in order to make AVG Internet Security Network Edition function properly.*

Note: *If an error occurred during the installation process, or the installation failed, an error dialog appears. In that case switch to your TEMP directory with the avg8adm.log file, and send the file to our technical support department for further analysis. Use the contact e-mail: support@avg.com.*

3. AVG Admin Deployment Wizard

The **AVG Admin Server Deployment** Wizard is launched immediately after the installation of AVG Internet Security Network Edition. It can also be launched any time later from the program folder, i.e. ***All programs/AVG 8.0 Remote Administration/AVG Ad,om Server Deployment Wizard***.

The Wizard guides you through the configuration process for the AVG DataCenter database on a selected database engine. Using the wizard, you can also configure the AVG Admin Server in order to mirror the AVG updates in a local network. The wizard leads you through the configuration process in a few steps listed in the following summary.

Note: *Navigation in the wizard is as usual:*

- The **Back** button takes you one step back in the wizard.

- The **Next** button takes you one step forward and also performs all actions selected in the current stage.

- By pressing the **Cancel** button, you can quit the wizard at any stage, discarding the changes performed so far.

3.1. Introduction

The first dialogue explains the purpose of the Wizard and briefly describes two main options. Click the **Next** button to proceed to the next step.

Note: We strongly recommend you complete this wizard in order to make the AVG Admin Server run correctly.

3.2. Deploying multiple UpdateProxy roles

Before you deploy AVG Internet Security Network Edition roles to your server, you may need to consider the following:

You can deploy the UpdateProxy role to more than one server and distribute updates from different sources to avoid your server overloading or having bandwidth issues.

The allocation of servers depends on your network size and your server and network specifications. Generally speaking, if your network consists of more than 150 stations or your network is divided into multiple segments in different locations, you should consider deploying multiple UpdateProxy roles to different servers and spread the load.

To deploy the UpdateProxy role to another server you need to repeat the installation and deployment process on the other server.

3.3. Role Selection

This screen displays information on the **AVG Admin Server** current state. When everything is correct, the respective information is displayed in green text.

If this is not your first run and everything seems to be correct (i.e. up to date with no warnings or errors), there is no need to go through the configuration process again (unless you wish to change something).

If there is a configuration problem, you will be briefly informed about the reasons, and the information will be highlighted in red text. In such cases you need to go through the whole wizard to correct the problem.

In the *Server roles* section you must choose which server role(s) you want to run on this server. You need to select at least one option, but you can also select both. The options are as follows:

- **DataCenter role**

  Allows central management of AVG stations configuration via the AVG Admin Console, collects scan results from AVG stations, shows components states and much more.

  If you choose to install this role only, proceed to the DataCenter Role chapter.

- **UpdateProxy role**

  Serves as a proxy server for downloading and distributing updates to your stations.

  If you choose to install this role only, proceed to the UpdateProxy role chapter.

If you select both options, proceed to the DataCenter Role chapter.

3.4. DataCenter Role

If you have selected in the ***Current state of AVG Admin Server*** step (see chapter **Role Selection**) the ***DataCenter Role***, the following dialogue will be displayed:
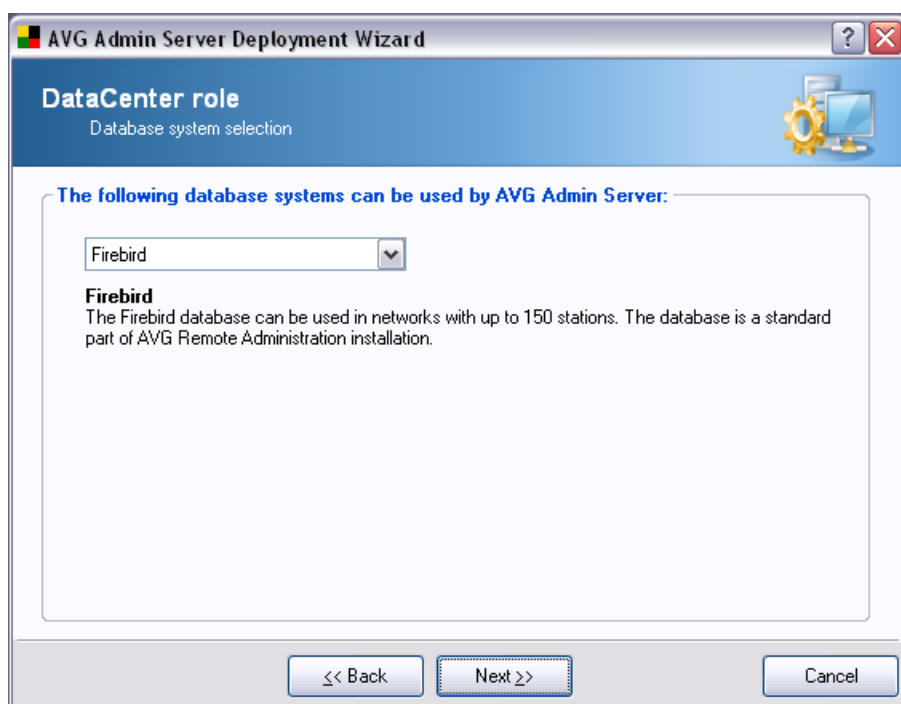
Select the database system corresponding to your needs. These options are available:

- *Firebird*

  This solution is appropriate for smaller networks with up to 150 stations. The database is a standard part of AVG Internet Security Network Edition installation.

- *Microsoft SQL Server 2005 Express Edition*

  A reduced version of the **Microsoft SQL Server**, it can serve up to 1000 stations. The product is not a standard part of AVG Internet Security Network Edition. Its usage is not limited by any commercial license.

- *Microsoft SQL Server 2000/2005*

  This engine can serve over 1000 stations in large networks. It is not a standard part of AVG Internet Security Network Edition and its usage is bound to the Microsoft SQL Server license.

- *Oracle 10g*

  This engine can serve over 1000 stations in large networks. It is not a standard part of AVG Internet Security Network Edition and its usage is bound to a commercial license.

If you choose a database type that is different to the one you have been currently using, the Wizard can import the contents of the previously exported AVG DataCenter into the newly chosen database type.
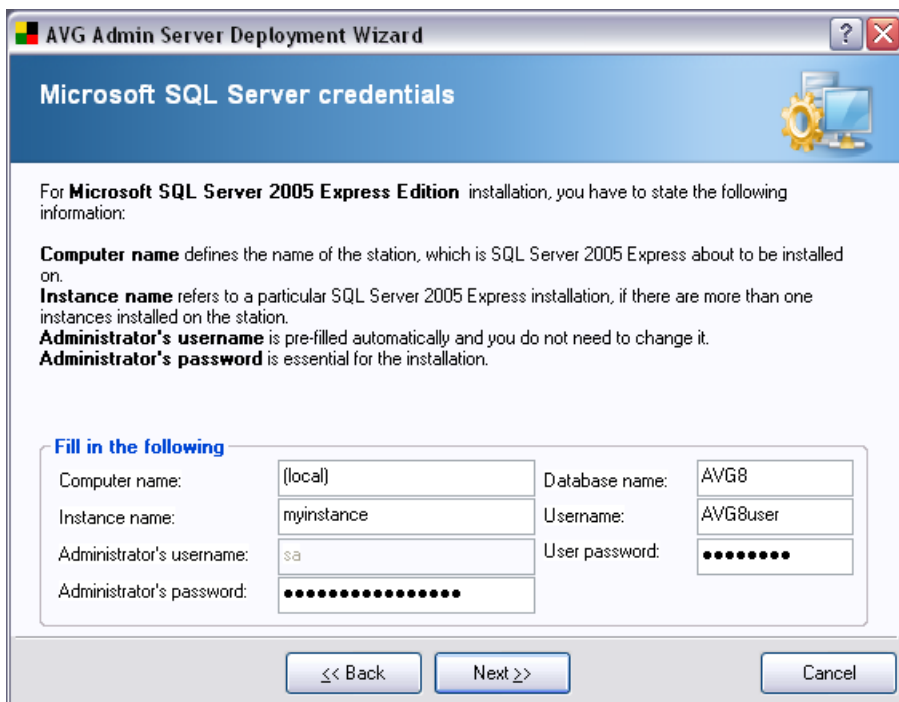
3.4.1. Firebird

If you have selected the **Firebird** option, there are no further settings needed and you can proceed to the next step (Data Import).

3.4.2. MS SQL Server 2005 Express Edition
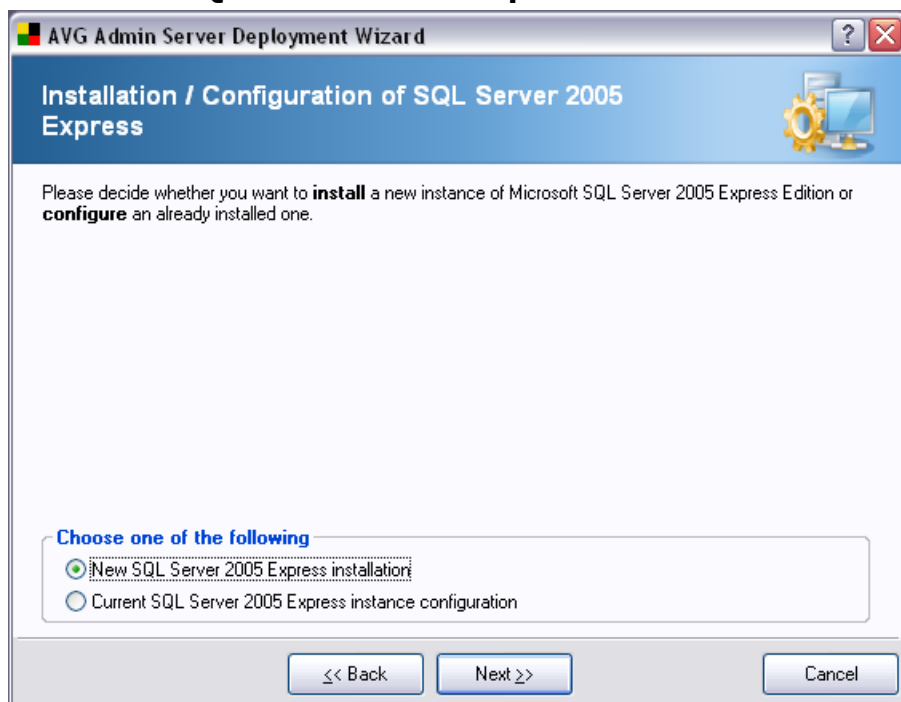
Choose whether you want to install the **AVG DataCenter** on a new instance of Microsoft SQL Server, or to configure an already installed instance of Microsoft SQL Server. Select the respective option in the *Choose one of the following* section of the dialog window, and continue by pressing the *Next* button.

If in the previous dialog you chose **New SQL Server 2005 Express Edition installation**, you will be asked to fill in the following information::

- **Computer name** – defines the name of the station, on which SQL Express Edition is about to be installed

- **Instance name** – refers to a particular SQL Express Edition installation, if there are more than one instances installed on the station.

- **Administrator's username** – predefined automatically, you do not need to change it

- **Administrator's password** – password for the database administrator

- **Database name** - shows predefined database name

- **Username** - type in a preferred new login name for the database (to be used for AVG Admin Server connection)

- **User password** - type in a preferred new password for the database (to be used for AVG Admin Server connection)

Continue to the next screen by pressing the **Next** button.

If you selected ***New SQL server 2005 Express Installation*** in the previous steps, you will experience a dialogue similar to the one below. Otherwise you can continue to the next step - Data Import - by pressing the **Next** button.
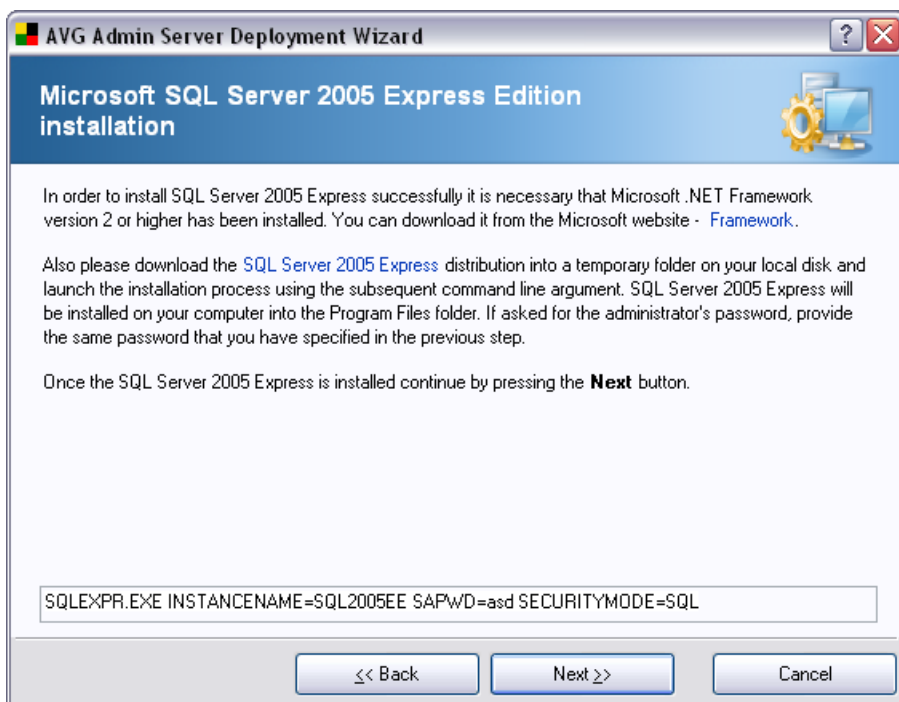
This step assumes, that you do not have a **Microsoft SQL 2005 Express Edition** installed on your computer yet, and that you will need to install it now. In order to install SQL Server 2005 Express Edition properly, you need to download and install Microsoft .NET Framework version 2.0 or higher. You can download it from the Microsoft website (see below).

Note: *We recommend that you uninstall any previous Beta/Preview versions of SQL Server 2005, Visual Studio 2005 and the .NET Framework 2.0 before installing new versions of these products.*

http://go.microsoft.com/fwlink/?linkid=45988

After successful installation of .NET Framework, please download the installation package of SQL Server 2005 Express Edition from the Microsoft web site:

http://go.microsoft.com/fwlink/?LinkId=64064

and save it to some temporary directory. Then launch the installation using the command indicated below (example)

SQLEXPR.EXE INSTANCENAME=SQL2005EE SAPWD=asd SECURITYMODE=SQL

Note: *The above string is only an example of such a command. For correct installation please copy the string displayed in your specific Wizard window!*

As soon as the MS SQL Server 2005 Express installation is finished, continue to the next step - Data Import - by pressing the **Next** button.

3.4.3. MS SQL Server
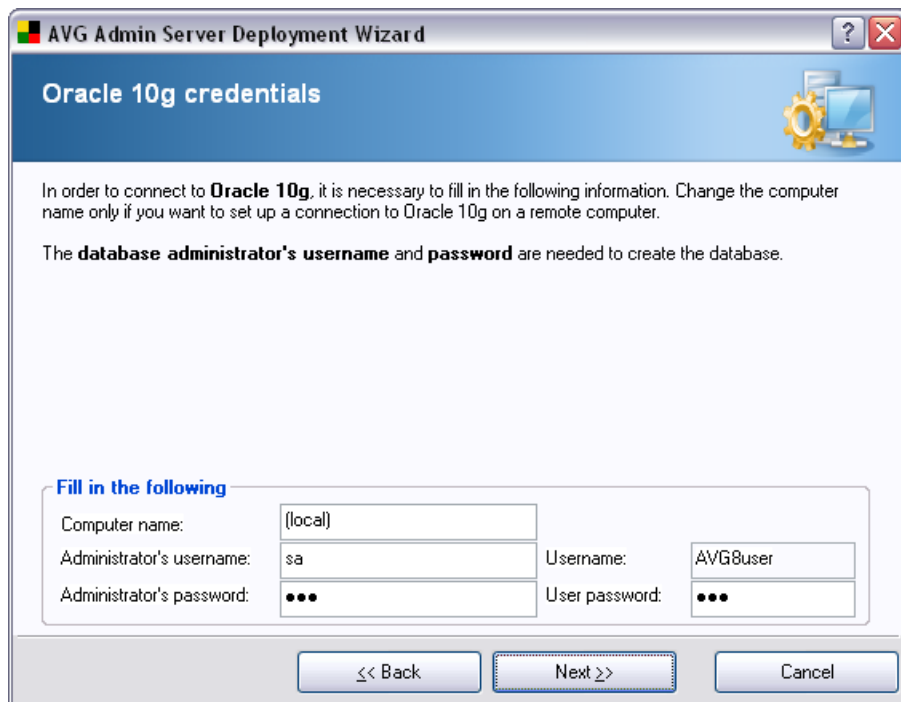
Fill in the following information:

- **Computer name** – defines the name of the server, on which the SQL Server 2000/2005 is installed.

- **Instance name** – refers to a particular SQL Server 2000/2005 installation, if there are more than one instances installed on the station.

- **Administrator's username** – database administrator user name - must be filled in.

- **Administrator's password** – password for the database administrator - must be filled in.

- **Database name** - shows predefined database name.

- **Username** - type in a preferred new login name for the database (to be used for AVG Admin Server connection).

- **User password** - type in a preferred new password for the database (to be used for AVG Admin Server connection).

Press the **Next** button and continue to the next step - Data Import.

3.4.4. Oracle

Fill in the following information:

- **Computer name** – defines the name of the server, on which Oracle 10g is installed. Change the value only if the installation reside on a remote computer.

- **Administrator's username** – database administrator user name - must be filled in.

- **Administrator's password** – password for the database administrator - must be filled in.

- **Instance name** – refers to a particular Oracle installation, if there are more than one instances installed on the station.

- **Username** - type in a preferred new login name for the database (to be used for AVG Admin Server connection)

- **User password** - type in a preferred new password for the database (to be used for AVG Admin Server connection)

Press the **Next** button and continue to the next step - Data Import.

3.4.5. Data Import
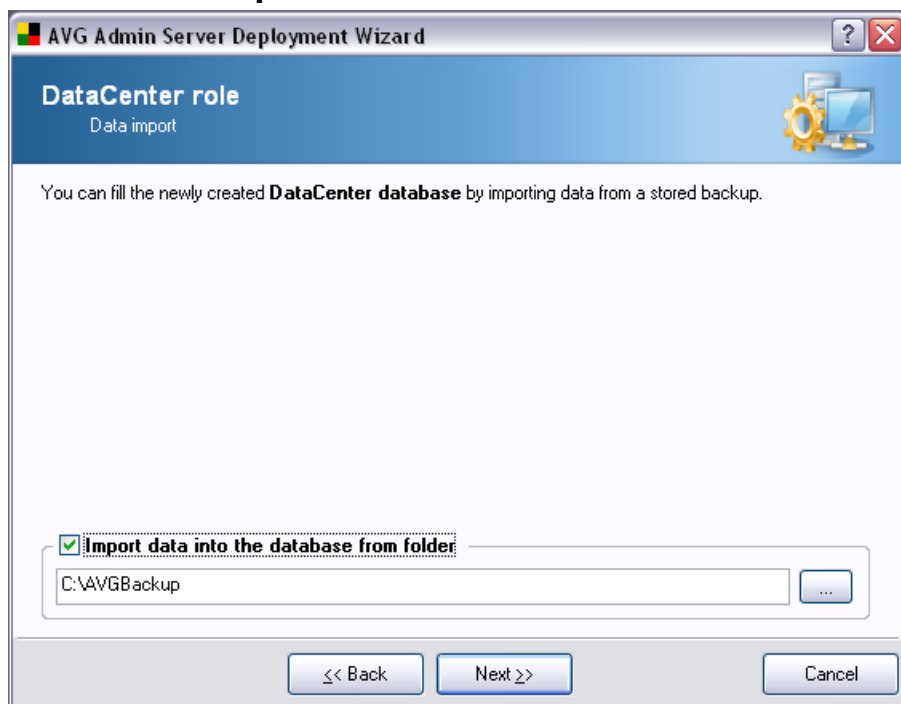
Once you confirm your database selection, you can also choose to import some existing data into the newly created database. To do so, tick the **Import data into the database from folder** checkbox. The folder selection field becomes available. Choose your backup folder by clicking this button and find the folder, where the original files for import are stored.

Confirm your choice by clicking the **Next** button.

3.5. UpdateProxy role

This dialogue will appear, if you chose to deploy the UpdateProxy role in the Role Selection dialogue.
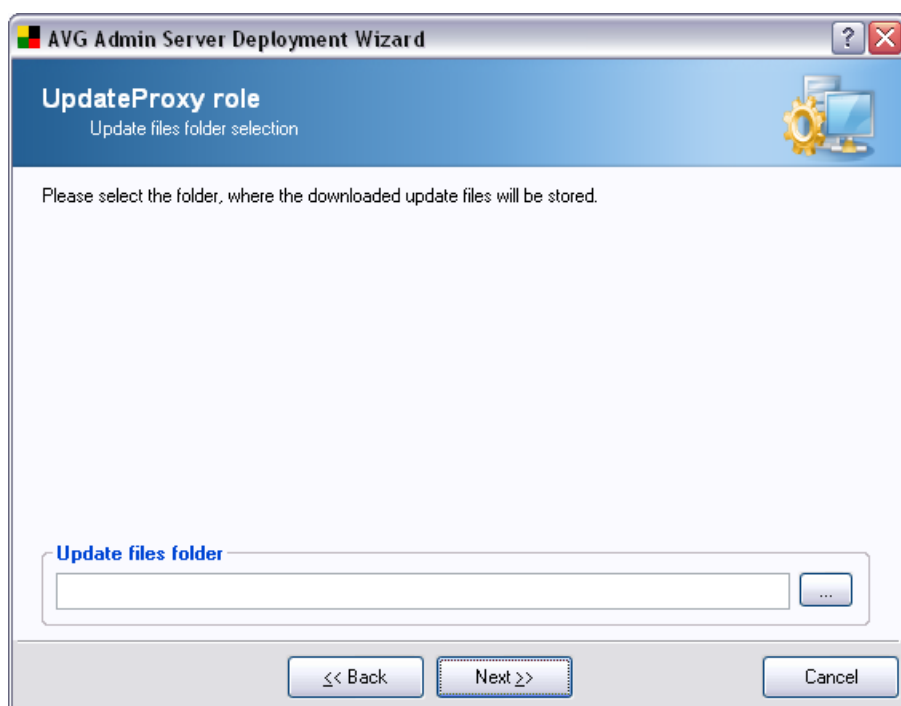
You must choose a folder, into which the update files will be downloaded and stored. If the folder does not exist, you will be asked if you want to create it.

Click this [...] button to select the folder. Once finished, click the *Next* button to continue.

3.5.1. Update servers
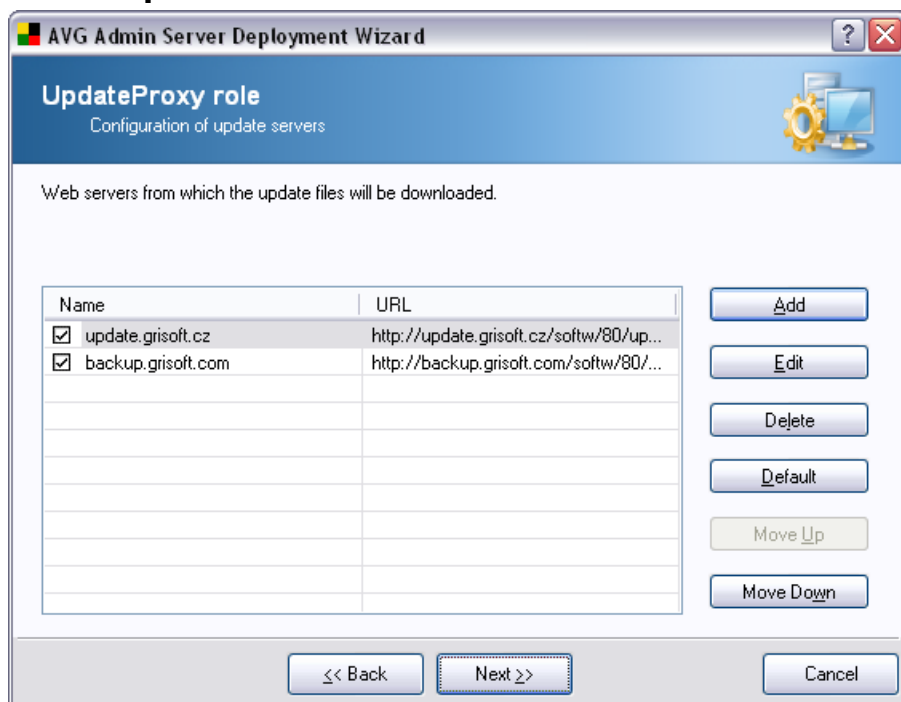
This dialogue lets you choose update servers, from which the update files will be downloaded. If you are unsure about these settings, we recommend to keep the default configuration.

If you need to change any of these servers, you have the following options:

Press the **Add** button to define additional update server:
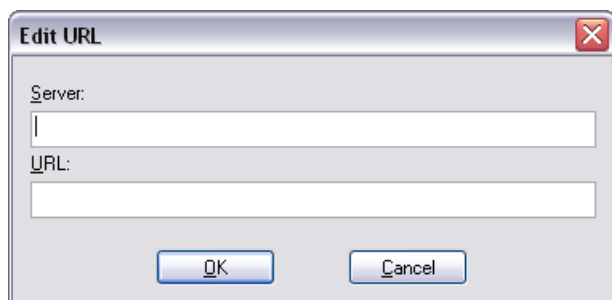
Enter a name into the **Server** field and the complete server address into the **URL** field including *http://* prefix and port number, if other than 80.

The following buttons are also available:

Edit - for changing the address or name of the selected server.

Delete - for deleting the selected server address.

The servers are listed by priority. The first one always has the highest priority, i.e. updates are first downloaded from this server. If you need to change the order, simply use the following buttons to do so:

Move Up - to move a selected server up.

Move Down - to move a selected server down.

Once finished, click the **Next** button to continue.

3.6. Configuration overview
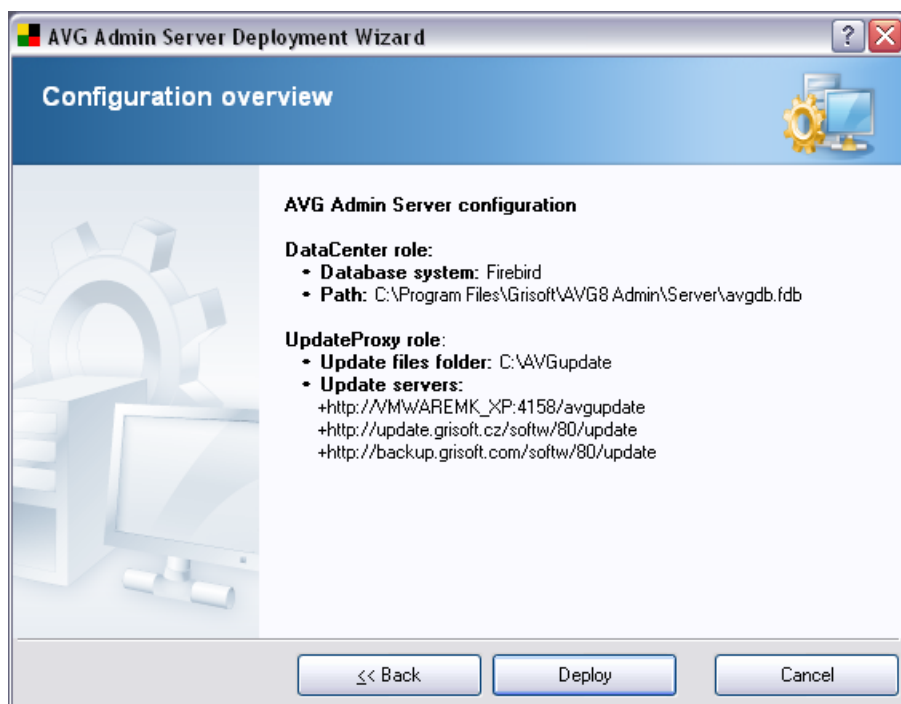
This dialogue contain a brief overview of the previously selected settings. Confirm your choice by pressing the **Deploy** button. The deployment process will start. It may take some time, so please be patient.

Once the process is completed, click the **Finish** button to close the Wizard. The AVG Admin Server will then be started.

To immediately start installing AVG to remote stations, navigate to the AVG Network Installer Wizard chapter for more detailed information.

Related topics:

- ***AVG Network Installer Wizard Basic Mode***

- ***AVG Network Installer Wizard Advanced Mode*** *(for more experienced users)*

- ***Connecting Stations to AVG DataCenter***

- ***Migrating stations from/to different AVG DataCenter***

Also, you may consider going through the general ***How to..*** chapter which describes different tasks related to remote administration of AVG.

4. AVG Network Installer Wizard Basic Mode

The **AVG Network Installer Wizard** allows you to remotely install AVG on stations or to create installation scripts for on-site installation.

The wizard can be launched in two ways:

- From the Windows Start menu/All Programs/AVG 8.0 Remote Administration/ AVG Network Installer Wizard

- From the AVG Admin Console environment - upper menu Tools/Install AVG on stations...

The wizard can be run either in the Basic or Advanced mode. You can select the Advanced mode by selecting the option *Advanced mode* at the beginning of the wizard. If the option is not selected, the program will run in the Basic mode (recommended for most users).

This chapter describes the Basic mode, which is intended for users who prefer the easiest method for configuration and installation. The installation will include AVG information and parameters needed for proper and comprehensive functionality.

4.1. Remote Installation on Windows XP Home

The installation process on stations with these operating systems is the same as installation on stations running the Windows 2000/2003/XP Professional OS. However, due to the restrictions of these older operating systems it is not possible to run the automatic installation of the AVG Agent service.

Therefore, before you start AVG installation on all stations with the Windows XP Home operating system, it is necessary to install the AVG Agent service manually, or using the login script.

More information on this topic can be found in the Windows XP Home Remote Installation chapter.

4.2. Welcome
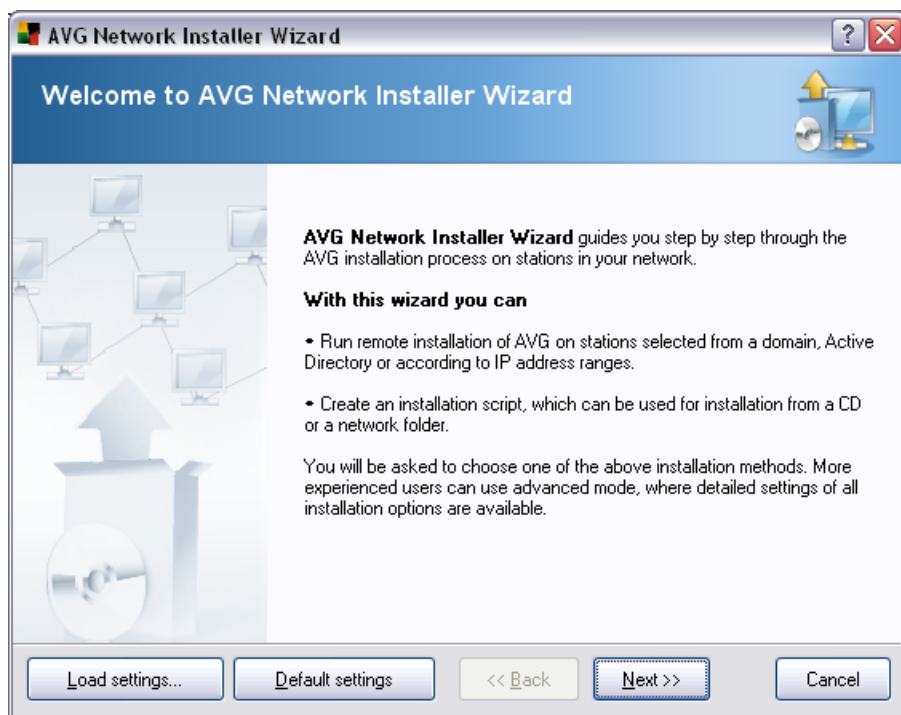
If you have already used the **AVG Network Installer Wizard** before and saved a customized configuration into a configuration file (available in the final step), you can load the settings now by choosing the **Load settings** button.

To revert to the original settings preset by default, press the **Default settings** button.

To continue, click the **Next** button.

4.3. Installation Method

To continue in the **Basic Mode** leave the option **Advanced mode** unselected, otherwise proceed to Advanced Mode chapter.
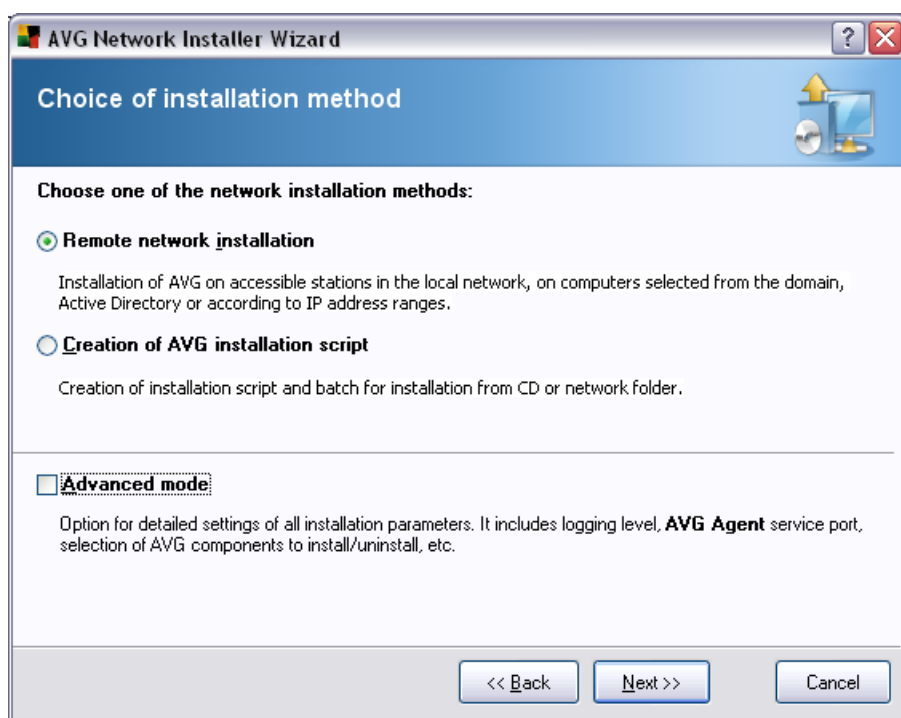
The dialog window offers the selection between two options for creating and using the installation script:

• **_Remote network installation_**

   This option allows you to install AVG on stations available in the local network (computers selected from the domain, Active Directory, according to IP ranges, imported from a list etc.).

   You can also use this option for removing stations from a former AVG Datacenter (and moving them to a new one).

• **_Creation of AVG installation script_**

   This option allows you to create an installation script and a batch file for local installation or installation from a removable media/network folder.

4.4. Remote Network Installation
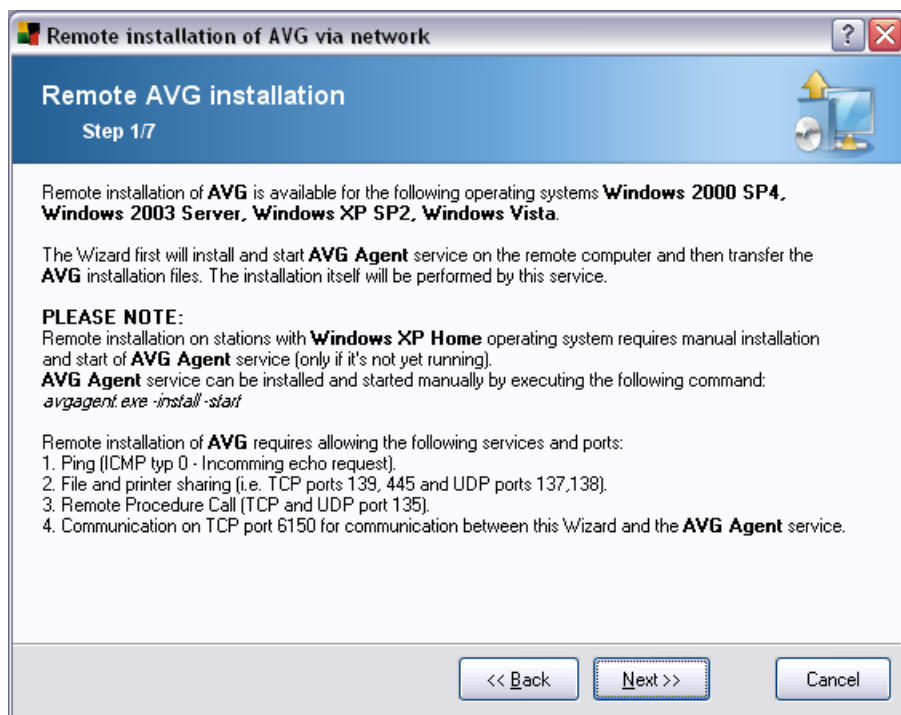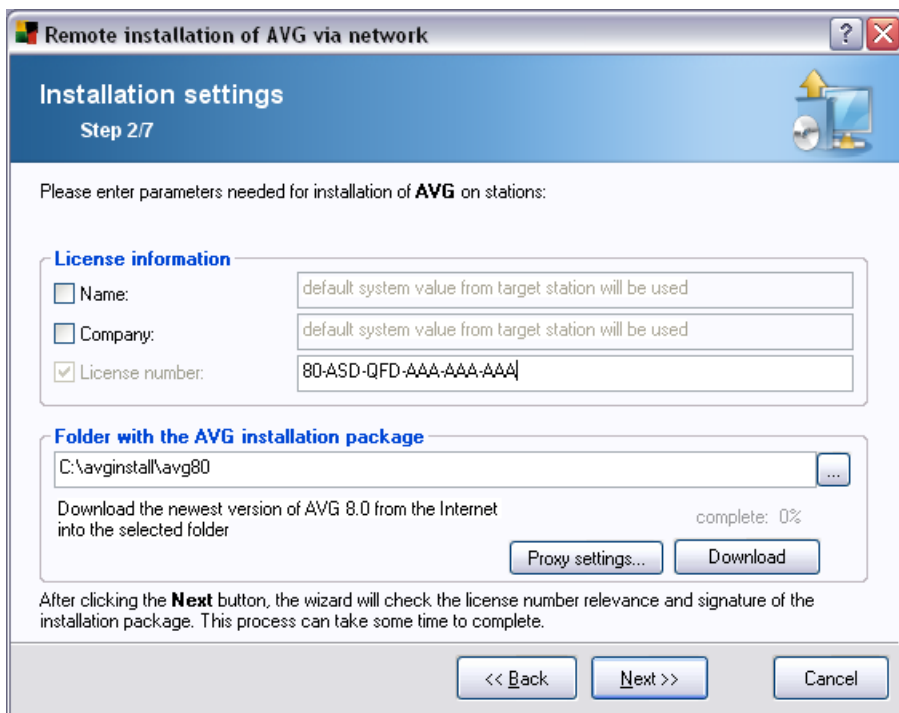
For proper remote installation, the wizard will first install and start the AVG Agent service on the target station, then transfer the AVG installation files and process the installation accordingly.

Before you proceed, please review the network requirements and exceptions regarding remote AVG installation.

You can find more detailed information on the ports settings in the Network Requirements chapter.

The remote installation is not automatically possible on stations with Windows XP Home. Please see the Windows XP Home Remote Installation chapter for more information.

During this step it is necessary to define the following installation parameters:

- **License information** – type in the license data such as Name, Company, and License number (mandatory value). If you wish to take the Windows username for the Name field, do not select the respective check box, and leave the default system settings to be used.

- **Folder with the AVG installation package** - type in the full path to AVG installation package or use this [...] button to select the proper folder.

  If you have not downloaded the package yet, click the **Download** button and use the wizard to download the installation file for you into the selected folder. You can view the download progress above the **Download** button.

- **Proxy settings button** - If you need to use a proxy server to connect to the Internet, you can fill in the proxy server details by clicking the **Proxy settings** button.

The following options are available in this step.

Note: *If you are unsure about these settings, we recommend to keep the default ones.*

- **Remote administration** - Enter the AVG DataCenter connection string into the **AVG DataCenter connection string** field. If applicable, also enter the Username and Password. If you do not want to manage the stations via the AVG Admin Console, simply uncheck this option.

- **Add new station into group** - If you prefer to automatically add new station (s) into a custom group, you can choose the group name here.

- **Custom update server** - if you already have an existing update server, that you would like to use for your stations, check this checkbox and fill in its address now.

The wizard needs to scan some stations first to find out their status and then install AVG on them.

In the **Network scanning method** section choose from the drop down list, your preferred method for selecting stations. The possible options are as follows:

- *All stations from the domain* - this option will scan all stations available in your local domain.

- *Enter an IP range* - this option will allow you to choose a specific range of IP addresses.

- *Import stations from file* - a new dialogue will appear and you will be able to choose a file with a list of stations to be scanned. Such a list can be generated from a previous version of AVG Remote Administration (7.5).

  The source text file contains one station name per line.

  More information about this topic can be found in the Migrate Stations from/to Different DataCenter chapter.

- **Select a single station** - this option lets you type in a specific Computer name (DNS name) or IP address.

- **Select from Active Directory** - allows you to choose specific stations directly from the Active Directory.

The **AVG Agent password** section contains a Password field where you can optionally enter a password to protect communication between the wizard and the **AVG Agent** service on remote stations. Once set, no operations using the wizard can be performed on the remote stations without knowing the password. The password is related to the **AVG Agent** service only, and it does not influence any other remote station settings.

Mask password checkbox - Selecting this option will prevent the password from being displayed on your computer's monitor.

Warning: *AVG remote installation can be performed only on stations with the OS Windows NT4/2000/2003/XP Professional installed. Also, you have to be logged in as an administrator. On stations running the OS Windows XP Home the AVG installation must be done manually (for details please refer to chapter* Remote Installation on Windows XP Home*).*

You may also need to review the Network Requirements *chapter.*

4.4.1. All Stations from the Domain

If you choose to install AVG remotely on all stations from the domain, the following dialogue listing all stations available in the domain will appear:
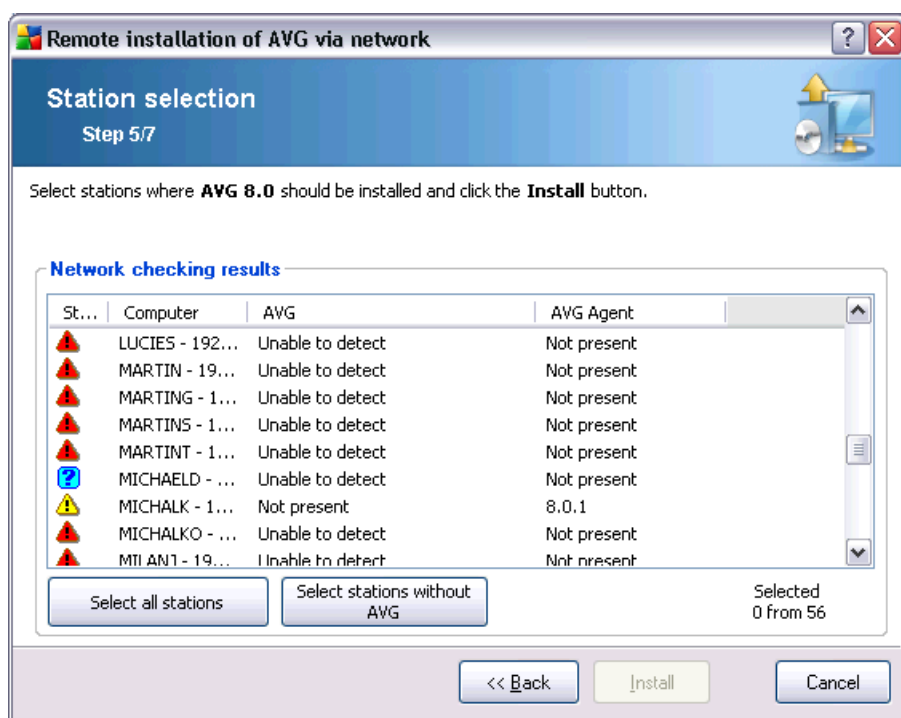
According to the station state you have the following options:

Select all stations - will select or unselect all stations in the list and the ***Install*** button will become active.

Select stations without AVG - will select only stations, that do not have AVG already installed, or where AVG could not be detected.

Continue to the chapter and complete the remote installation process.

4.4.2. Enter an IP Range

If you choose to install AVG remotely according to an IP range, the following dialogue will appear:
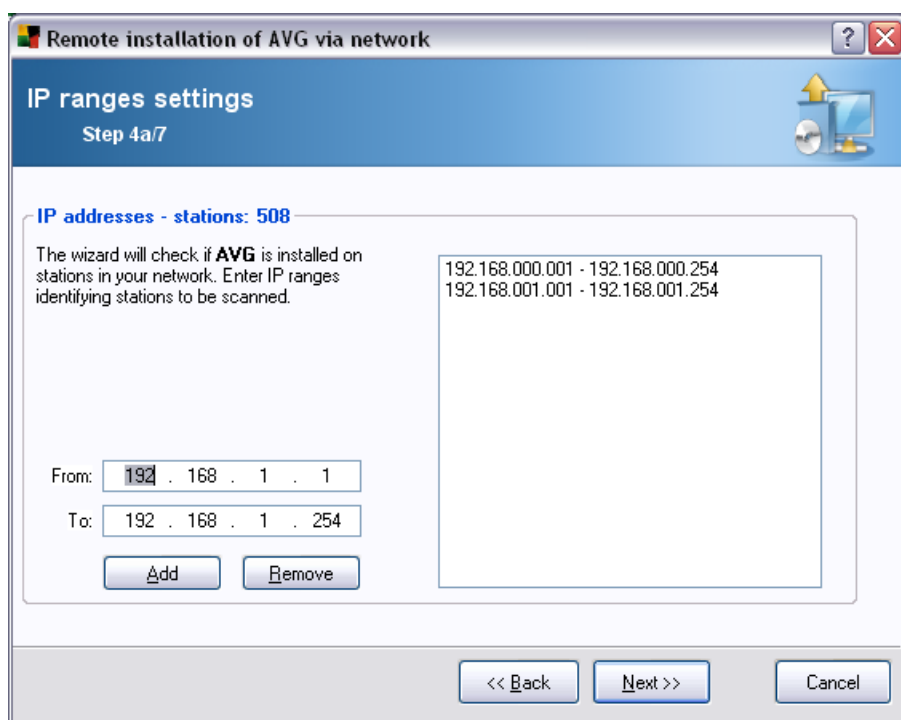
You need to specify the scanning range by entering the IP addresses here. In the **From** field enter a starting IP address and in the **To** field enter an ending address. Click the **Add** button to add the address range into the list.

To delete a range from the right list, simply select the items you wish to remove and click the **Remove** button.

Once you finish selecting the IP ranges, click the **Next** button to continue. Once done, the **Station selection** window will appear:

According to the station state you have the following options:

Select all stations - will select or unselect all stations in the list and the **Install** button will become active.

Select stations without AVG - will select only stations, that do not have AVG installed, or where AVG could not be detected.

Continue to the Remote network installation - final steps chapter and complete the remote installation process.

4.4.3. Import Stations from File

Note: *This option is usually used when migrating stations to another AVG DataCenter. For more information on this topic see the Migrate Stations from/to Different DataCenter chapter.*

If you choose to install AVG remotely on stations selected from a file, you will see a dialogue asking for the file. Locate the file and confirm your choice. The source file format contains one station name per line in simple text format.

Once done, the **Station selection** window will appear:

According to the station state you have the following options:

Select all stations - will select or unselect all stations in the list and the *Install* button will become active.

Select stations without AVG - will select only stations, that do not have AVG installed, or where AVG could not be detected.

Continue to the Remote network installation - final steps chapter and complete the remote installation process.

4.4.4. Select a Single Station

If you choose to install AVG remotely only on a single station, the following dialogue will appear:

Click either the **Computer name** or **IP address** field and fill in the proper name or IP address. Confirm your choice by clicking the **OK** button. The process of checking the chosen station for an AVG installation will begin. Once done, the **Station selection** window will appear:

According to the station state you have the following options:

Select all stations - will select or unselect all stations in the list and the **Install** button will become active.

Select stations without AVG - will select only stations, that do not have AVG installed, or where AVG could not be detected.

Add one station - will allow you to add another single station.

Continue to the Remote network installation - final steps chapter and complete the remote installation process.

4.4.5. Select from Active Directory

If your network is domain-based, you can choose to install AVG remotely on stations selected from the Active Directory. A new dialog will pop up (standard Windows dialogue for selecting stations). You can choose multiple stations (separate the values by a semicolon) either by entering the station names manually or by using the dialogue advanced features for searching.

Once done, the **Station selection** window will appear:

According to the station state you have the following options:

Select all stations - will select or unselect all stations in the list and the **Install** button will become active.

Select stations without AVG - will select only stations, that do not have AVG installed, or where AVG could not be detected.

Continue to the Remote network installation - final steps chapter and complete the remote installation process.

4.5. Remote network installation - final steps

More options are available when you right-click on the list of stations - a new context menu appears with the following options:
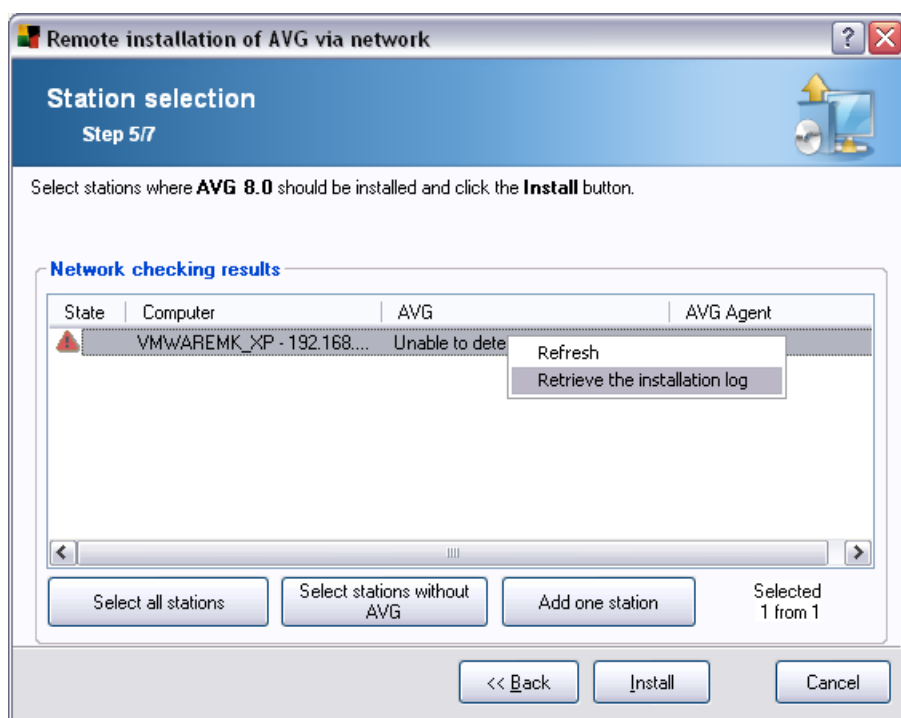
- **Refresh** - will reload the state of all stations in the list by scanning them again.

- **Retrieve the installation log** - this option will try to obtain the installation log from the station (if available).

  *Note: If AVG installation is successful, the **AVG Agent** will be removed and therefore the installation log will not be possible to retrieve.*
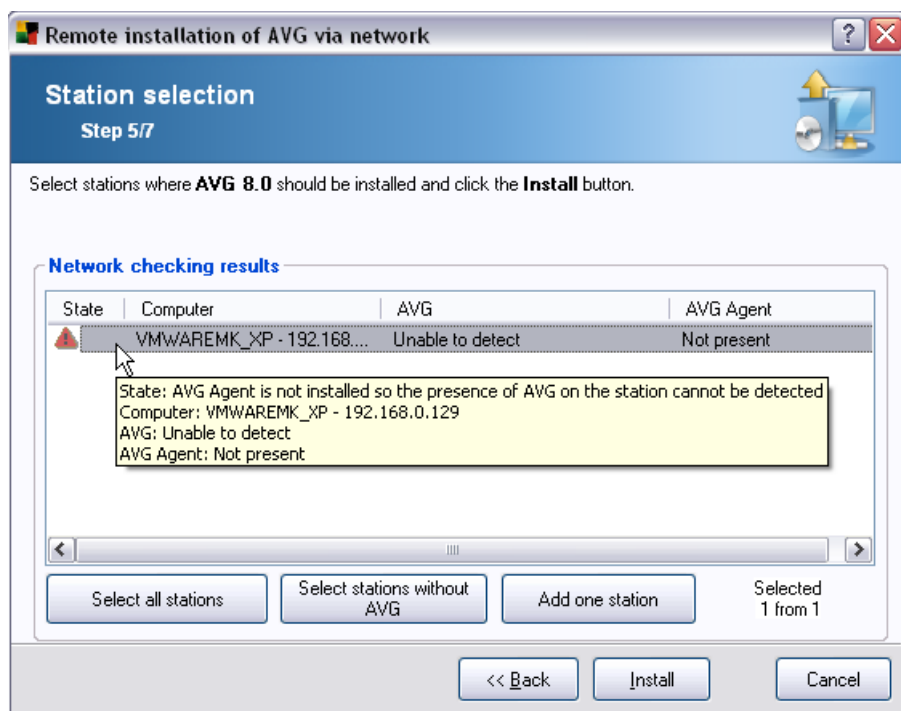
Additionally, you may display a so called 'tool tip' when pointing to a station in the list for a few seconds. The tool tip contains an overview of the station state and other details.

Once you are ready to proceed, click on the *Install* button to begin remote installation.

If you selected only some stations from the list, AVG installation will be performed on these stations only. Otherwise installation will be performed on all listed stations.

If your access rights are not sufficient for **AVG Agent** service installation on the remote station, you will be asked for the domain administrator's login/password during installation.

Enter a username that has administrator privileges (a username that is member of an administrator's group). Confirm by clicking OK.

If there is no common administrator account for all stations (with the same login name and password) you will be asked separately for every station.

Pressing the *Cancel* button will cause the current station installation to be skipped, and the wizard will continue installation on the next station in the list.

AVG will then be transferred to the station and installed. You will see on each line, if the installation was successful (however it may take some time to process).

Once all your stations receive the installation files and the installation has begun on them, you will be able to leave this dialogue by clicking the *Next* button.

*Note: You can later review recently installed stations from the **AVG Admin Console** either in the **Stations/New stations** or in the group chosen during the Remote administration settings dialogue.*

*To list recently installed stations that remain in an incorrect state (because of some remote installation failure), navigate to the **Stations/Non-compliant stations**.*

Also note that on Windows XP SP2 with Windows Firewall enabled the AVG Agent, once installed, will automatically create a communication rule and allow its execution and network communication.

The final dialogue contains a short overview of activity on the station(s).
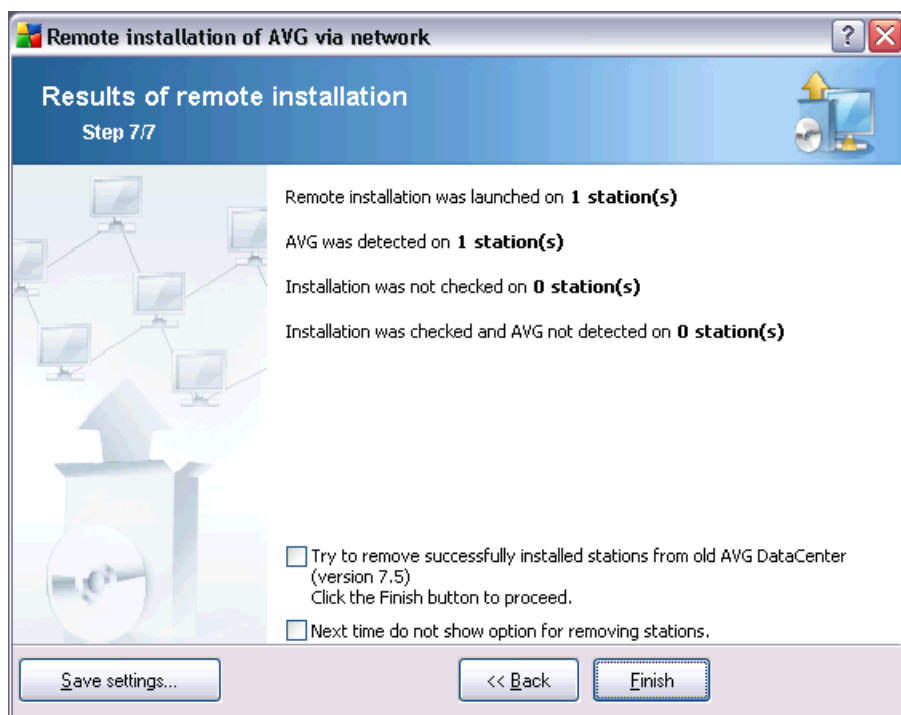
The **Save settings** button allows you to save the previously selected configuration. You can then reuse it when running this wizard again simply by loading the settings at the very beginning.

Click **Finish** button to close the wizard.
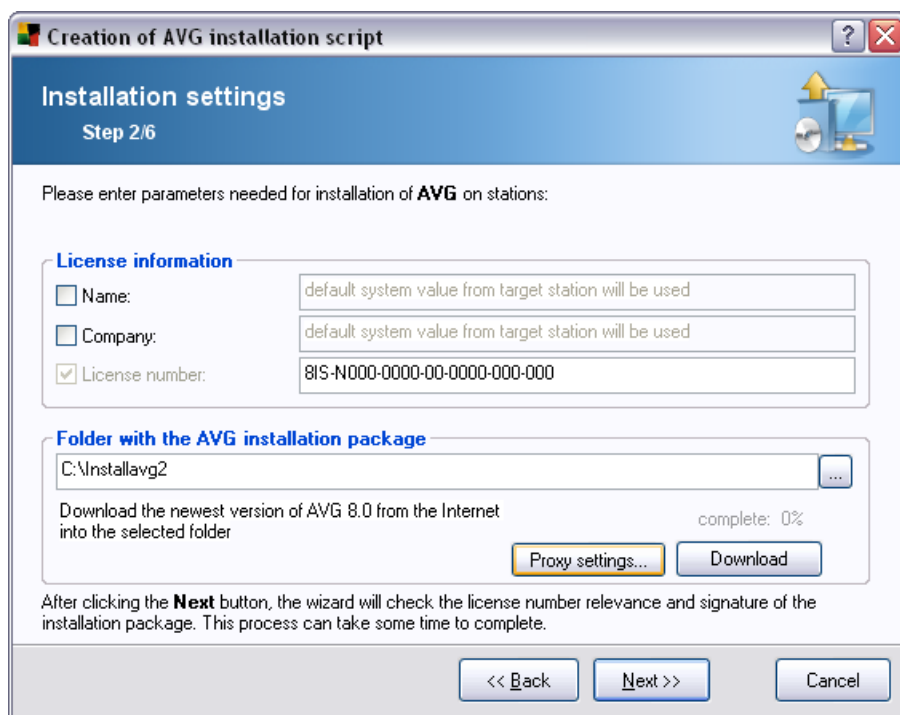
4.6. Creation of AVG Installation Script

Selecting the **Creation of AVG installation script** option, the wizard will create an installation script in a selected directory. The content of the directory can then be used for installation from CD, network folder or copied directly to a station.

This option does not offer the possibility of remote installation to the network stations or servers.

The first step contains an overview of this option. Click **Next** to continue.

During this step it is necessary to define the following installation parameters:

- **License information** – type in the license data such as Name, Company, and License number (mandatory value). If you wish to use the Windows username for the Name field, do not select the respective check box, and leave the default system settings to be used.

- **Folder with the AVG installation package** - type in the full path to the AVG installation package or use this [...] button to select the correct folder.

  If you have not downloaded the package yet, click the **Download** button and use the wizard to download the installation file for you into the selected folder. You can view the download progress above the **Download** button.

- **Proxy settings button** - If you need to use a proxy server to connect to the Internet, you can fill in the proxy server details by clicking the **Proxy settings** button.

The following options are available in this step.

Note: *If you are unsure about these settings, we recommend to keep the default ones.*

- *Remote administration* - Enter the AVG DataCenter connection string to the *AVG DataCenter connection string* field. If applicable, also enter the Username and Password. If you do not want to manage the stations via the AVG Admin Console, simply uncheck this option.

- Add new station into group - If you prefer to automatically add new station(s) into a custom group, you can choose the group name here.

- *Custom update server* - if you already have an existing update server that you would like to use for your stations, check this checkbox and fill in its address now.

In this step you may specify names of the installation script files, their storage and other options.

In the **File names definition** define these options:

- **Name of the file to launch installation** - type in a custom name for the file, that will be used for launching the installation. The file extension must be **.bat**.

- **Name of the script file with parameters** - type in a custom name for the script parameters file. The file extension must be **.ini**.

In the **Setup files location** define these options:

- **Select folder where the installation script file will be stored** - Tick this checkbox and choose a custom directory for storing the installation script.

- **Create a subfolder for AVG 8.0 installation files** - Tick this checkbox if you prefer AVG setup files to be stored in a subfolder.

- **Create the AUTORUN.INF file** - If you plan to put your script on a CD/DVD or USB Flash disk from which you would like to start the AVG installation

automatically once inserted, tick this checkbox and the AUTORUN.INF file will be created.

- **Enable relative paths** - We recommend to keep this option checked. Relative path means, that it is relative to the current source directory (for example if your source disk drive and path is c:\avginstallation and you uncheck this option, the output script will then look for the installation files in the exactly same path, which will be most likely different on the target station, where you will execute it and therefore script would not work.)
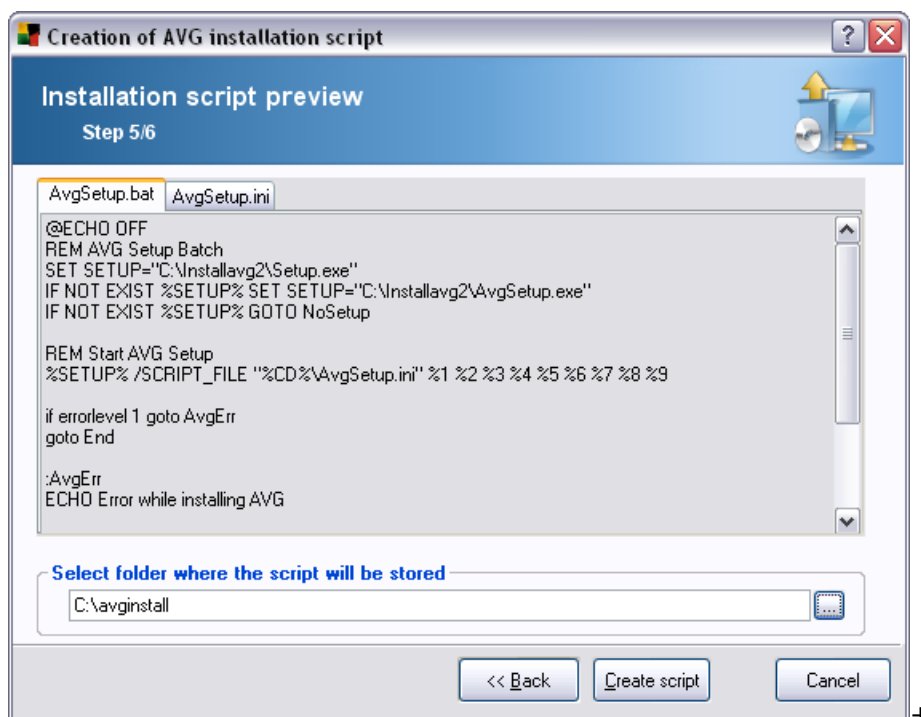
This step contains a preview of both setup and configuration files. The first tab contains information about the setup file and the second contains information about the presets.

If you have not done so already, fill in the output path in the **Select folder where the script will be stored** section.

Click the **Create script** button to compile and save the installation script to the selected location.
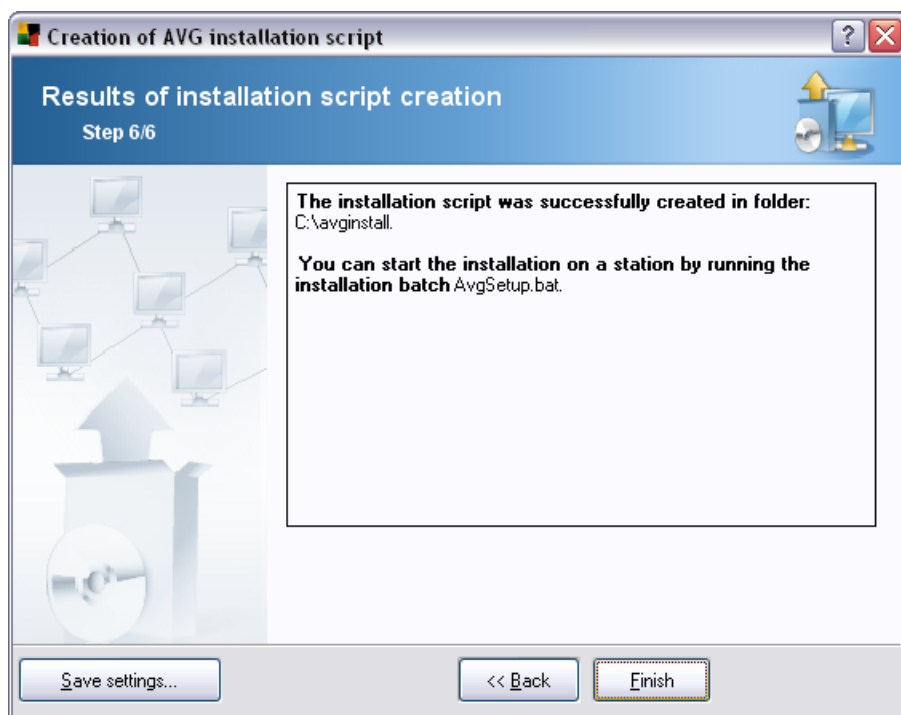
The **Save settings** button allows you save the previously selected configuration. You can reuse it when running this wizard again simply by loading the settings at the very beginning.

Click the **Finish** button to close the wizard.

There are several options for how to use the produced script file. Here are the two most common examples:

To use the script saved to a folder:

1.   Copy the whole contents of the previously chosen folder to your station.

      Note: If you used a network folder for storing the script, you can navigate to that folder directly over the network.

2.   On the station navigate to this folder and run the AvgSetup.bat file.

3.   The command line window will appear and the installation will begin.

4.   Once the installation is completed, the window will close automatically.

You can also put the script on a removable device, such as an external hard drive, USB flash disk etc.

To use the script from a removable device:

1. Insert the removable device to your station.

2. If the autorun feature is enabled in the station's operating system and you chose to create the autorun.inf file during script preparation, the installation will start automatically.

3. If not, open the removable device disk letter and run the AvgSetup.bat file manually.

4. The command line window will appear and the installation will begin.

5. Once the installation is completed, the window will close automatically.

5. AVG Network Installer Wizard Advanced Mode

The **AVG Network Installer Wizard** in **Advanced mode** allows you to remotely install AVG on stations or to create installation scripts for on-site installation.

The Advanced mode is intended for experienced users who want to manually configure the installation script (functionality, parameters, AVG behavior) according to their own needs.

The wizard can be launched in two ways:

- From the Windows Start menu/All Programs/AVG 8.0 Remote Administration/ AVG Network Installer Wizard

- From the AVG Admin Console environment - upper menu Tools/Install AVG on stations...

The wizard can be run either in the Basic or Advanced mode. You can select the Advanced mode by selecting the option **Advanced mode** in the second step. If the option is not selected, the program will run in the Basic mode (recommended for most users).

This chapter describes the Advanced mode.

5.1. Welcome
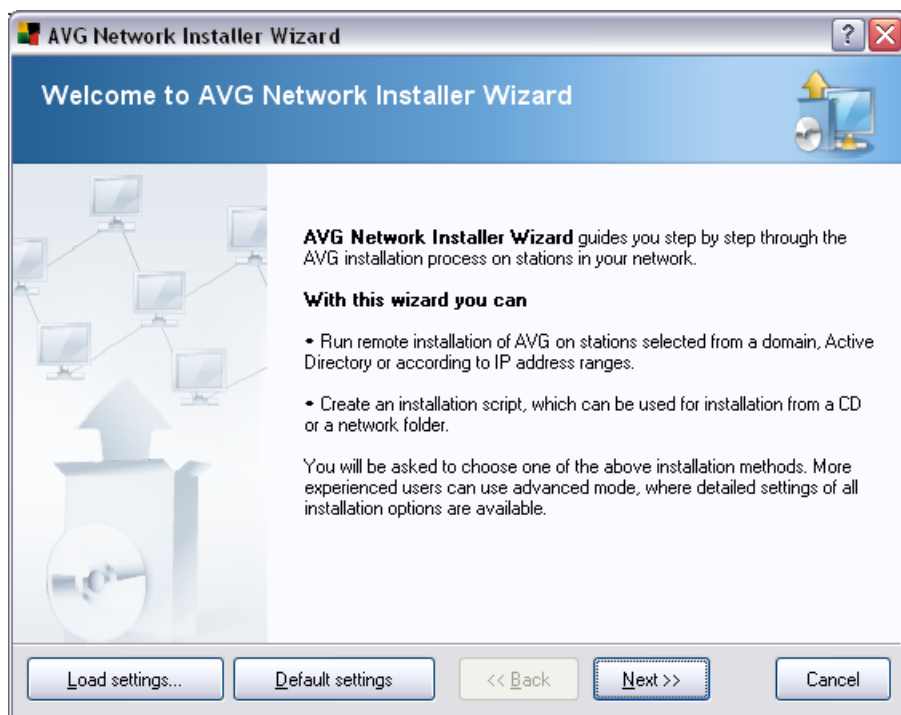
If you have already used the **AVG Network Installer Wizard** before and saved a customized configuration into a configuration file (available in the final step), you can load the settings now by choosing the **Load settings** button.

To revert to the original settings preset by default, press the **Default settings** button.

To continue, click the **Next** button.

5.2. Installation Method

To continue in the **Advanced mode** check the **Advanced mode** checkbox, otherwise proceed to the Basic Mode chapter.
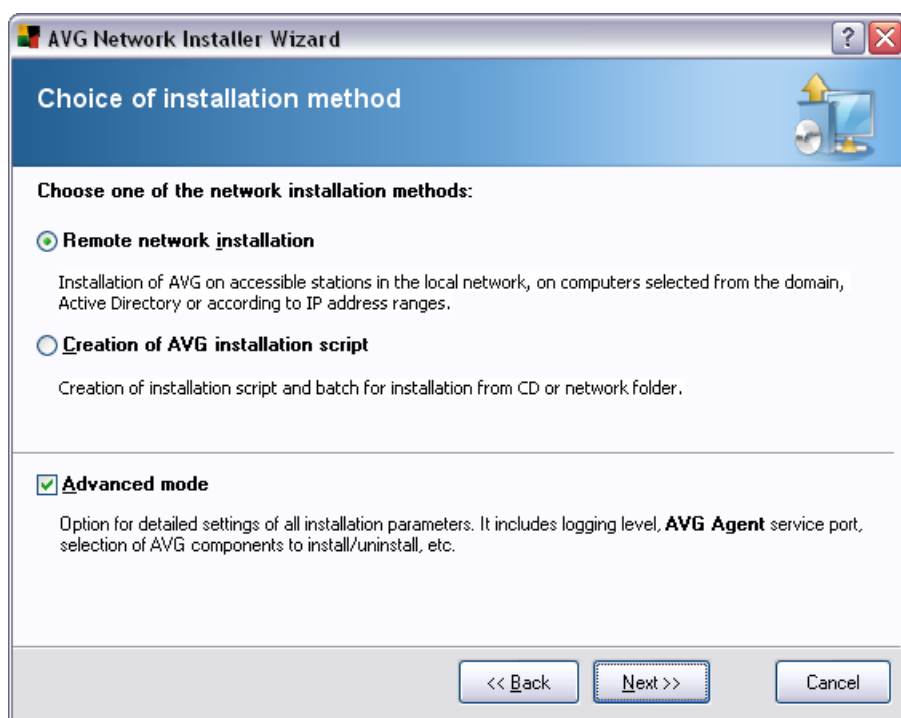
The dialog window offers the selection between two options for creating and using the installation script:

- ***Remote network installation***

  This option allows you to install AVG on stations available in the local network (computers selected from the domain, Active Directory, according to IP ranges, imported from a list etc.).

  You can also use this option for removing stations from a former AVG Datacenter (and transferring them to a new one).

- ***Creation of AVG installation script***

  This option allows you to create an installation script and a batch file for local installation or installation from a removable media/network folder.

5.3. Remote Network Installation
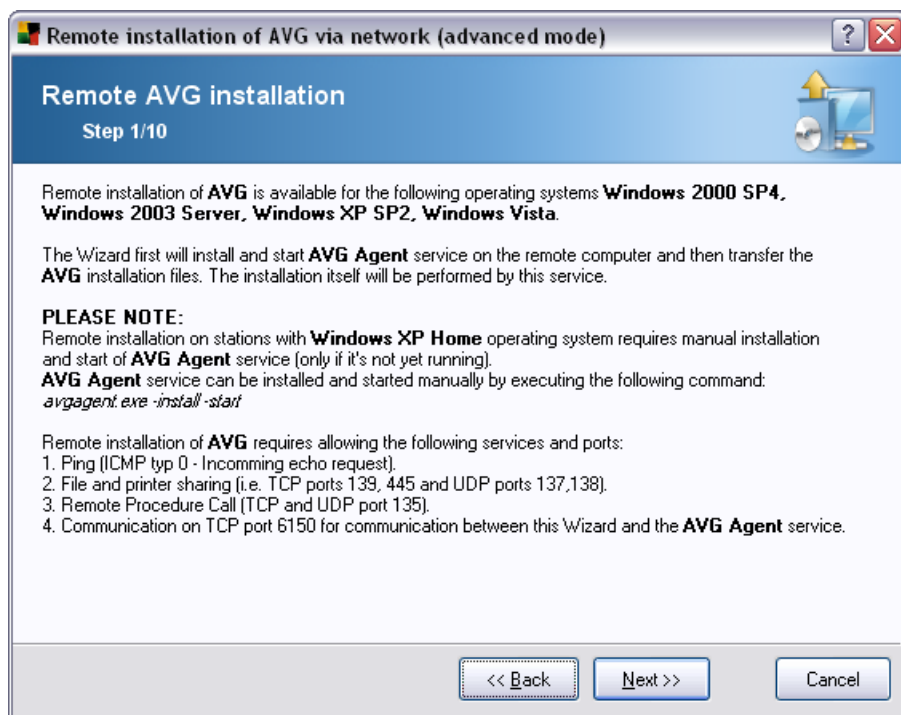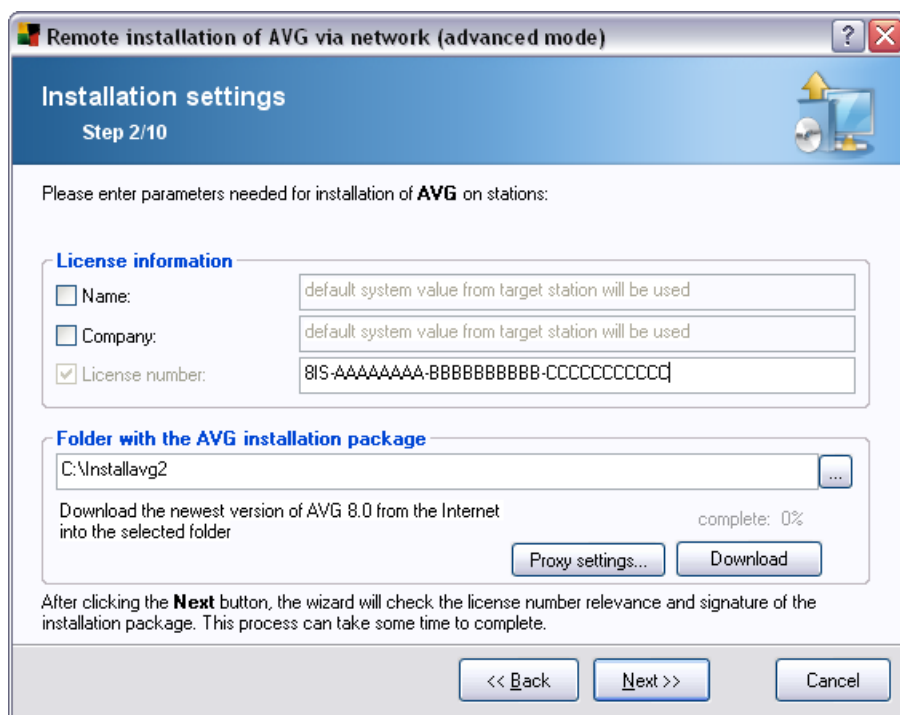
For correct remote installation, the wizard will first install and start the AVG Agent service on the target station, then transfer the AVG installation files and process the installation accordingly.

Before you proceed, please review the network requirements and exceptions regarding remote AVG installation.

You can find more detailed information on the port settings in the Network Requirements chapter.

The remote installation is not automatically possible on stations with Windows XP Home. Please see the Windows XP Home Remote Installation chapter for more information.

During this step it is necessary to define the following installation parameters:

- **License information** – type in the license data such as Name, Company, and License number (mandatory value). If you wish to use the Windows username for the Name field, do not select the respective check box, and leave the default system settings to be used.

- **Folder with the AVG installation package** - type in the full path to the AVG installation package or use this [...] button to select the proper folder.

  If you have not downloaded the package yet, click the **Download** button and use the wizard to download the installation file for you into the selected folder. You can view the download progress above the **Download** button.

- **Proxy settings button** - If you need to use a proxy server to connect to the Internet, you can fill in the proxy server details by clicking the **Proxy settings** button.

In this step, you can choose if you wish to install AVG with default settings or select custom components.

- **Install AVG with default settings** - Choose this option if you prefer the default components to be installed.

- **Select installation components** - Select this option to view a tree structure offering a list of AVG components that can be either installed or uninstalled. From the list of components select:

  o   Components that should be installed, and mark them like this ☑

  o   Components that should be uninstalled, and mark them like this ☒

  o   The default settings will be used for components that you leave blank (☐).

- **Remote AVG uninstallation** - allows AVG removal.

In the **Setup parameters** section you can choose from the following options:

- **Quit setup if AVG 8.0 is already installed** - the remote administration will not proceed when AVG 8.0 is already present on the target station.

- **Kill all running applications that prevent installation** - the remote installation will force closure of any application that could interfere with the installation process. Usually this could be a running e-mail client or an internet browser.

- **Hidden installation** - no information will be displayed to the currently logged user during the setup process.

- **Reboot the computer after finishing AVG 8.0 setup if needed** - in certain cases (Firewall component installation for example) a computer restart may be required to complete the installation process.

- **Start the AVG 8.0 application after setup is complete** - will automatically launch a newly installed AVG.

In the **Setup properties** section you can choose from the following options:

- **Where to install** - if you prefer a customized target location for installation, you can choose it by entering the path here. We recommend to keep the default settings.

- **Setup language** - choose a custom language for AVG installation.

- **Select folder where AVG 8.0 setup LOG file will be stored** - if you prefer a custom location for setup log files, select it here (the folder must already exist on the target station).

The following options are available in this step.

Note: *If you are unsure about these settings, we recommend to keep the default ones.*

- **Remote administration** - Enter the AVG DataCenter connection string into the **AVG DataCenter connection string** field. If applicable also enter the Username and Password. If you do not want to manage the stations via the AVG Admin Console, simply uncheck this option.

- **Add new station into group** - If you prefer to automatically add new station

(s) into a custom group, you can choose the group name here.

- **Custom update server** - if you already have an existing update server that you would like to use for your stations, check this checkbox and fill in its address now.

The **AVG Agent settings** section contains the following options:

The **Log Level** option allows you to specify the logging detail level:

- **Errors only** – only application's run related errors are logged – such as unauthorized connection attempts, network timeouts and so on.

- **Detailed** – information on the operations requested and performed by the service on a station.

- **Debug** – very detailed records covering the program diagnostics. After selecting this level, the log files will be very large.

- **Logging off** - no logs will be saved (default).

If you choose a logging level option other than Logging off, the **Log file name** field will become active:

The Log file name – fill in the name of the log file. The AVG Agent service will store the log files under the selected name on remote stations, where the service should be installed. If you do not enter the absolute path (e.g. C:\avgagent.log), the directory containing the avgagent.exe file (typically the C:\Windows or C:\WinNT directory) will be used for storing the log file.

Note: Log files are not deleted or decreased automatically, if the path for storing them has been changed! If you use the logging function, you should delete the logs manually once you have analyzed them.

- **Delete AVG Agent after AVG is installed** - this option will automatically remove the AVG Agent from the station, once AVG is successfully installed.

- **Delete service AVG Agent also on stations where the AVG Agent service have to be installed manually** - this option will automatically remove the AVG Agent (once AVG is successfully installed) also from stations where the AVG Agent cannot be installed automatically (not recommended).

The right part of the section offers the following options:
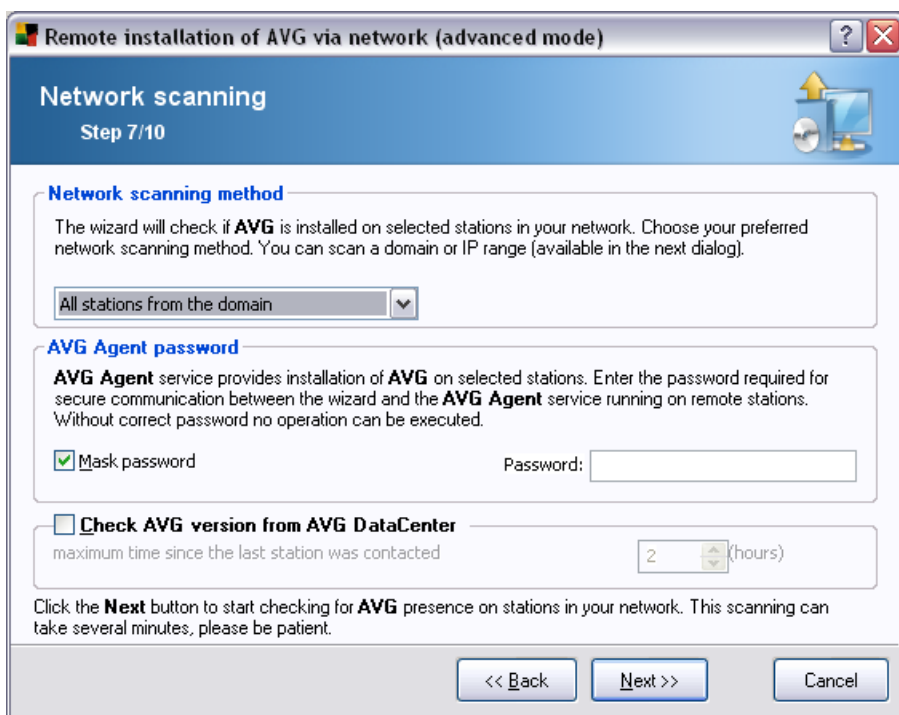
- **Ping** – number of ping operations to be used while detecting availability of a remote station. If the wizard does not receive a response to all of the ping queries, it will consider the station to be unavailable and will not offer it for further operations.

- **Port** – TCP/IP communication port, where the AVG Agent service listens for the wizard connection. The default value is 6150 and usually there is no need to change this.

- **Timeout** – the AVG Agent and wizard communication timeout value in milliseconds. When there is no response within the specified value in the AVG Agent and wizard communication process, the connection is terminated with an error. If you have a very busy network or the stations with AVG installed are very slow, you can increase this timeout value to prevent connection timeout errors.

The **Wizard logging settings** section contains the following options:

Level of communication log - select the preferred level for logging communication between this wizard and AVG Agent service.

- *Logging off* - no logging will be processed

- *Errors only* - only errors will be logged

- *Detailed -* more detailed logs will be created

- *Debug* - complete debug information will be logged

If you prefer a custom folder for storing the log file, type it into the *Folder for logging files* field.

The wizard needs to scan some stations first to find out their status and then install AVG on them.

In the **Network scanning method** section choose from the drop down list, which method for selecting stations you prefer. The possible options are as follows:

- *All stations from the domain* - this option will scan all stations available in your local domain.

- *Enter an IP range* - this option will allow you to choose a specific range of IP addresses.

- **Import stations from file** - a new dialogue will appear and you will be able to choose a file with a list of stations to be scanned. Such a list can be generated from a previous version of AVG Remote Administration (7.5).

  The source text file contains one station name per line.

  More information about this topic can be found in the Migrate Stations from/to Different DataCenter chapter.

- **Select a single station** - this option lets you type in a specific Computer name (DNS name) or IP address.

- **Select from Active Directory** - allows you to choose specific stations directly from the Active Directory.

The **AVG Agent password** section includes a Password field where you can optionally enter a password to protect communication between the wizard and the **AVG Agent** service on remote stations. Once set, no operations using the wizard can be performed on the remote stations without knowing the password. The password is related to the **AVG Agent** service only, and it does not influence any other remote station settings.

Mask password checkbox - Selecting this option will prevent the password from being displayed on your computer's monitor.

- **Check AVG version from AVG DataCenter** - check this option if you want the wizard to try obtaining information about AVG version on each station from the AVG DataCenter (if available). Fill into the **Maximum time since the last station was contacted** field a value (in hours) that will indicate the maximum time since the last contact with such station.

Warning: *AVG remote installation can be performed only on stations with the OS Windows NT4/2000/2003/XP Professional installed. Also, you have to be logged in as an administrator. On stations running the OS Windows XP Home the AVG installation must be done manually, or using the login script and the AVG Agent service (for details please refer to chapter Remote Installation on Windows XP Home).*

You may also need to review the Network Requirements chapter.

5.3.1. All Stations from the Domain

If you choose to install AVG remotely on all stations from the domain, the following dialogue listing all stations available in the domain will appear:

According to the station state you have the following options:

Select all stations - will select or unselect all stations in the list and the ***Install*** button will become active.

Select stations without AVG - will select only stations that do not have AVG installed, or where AVG could not be detected.

Continue to the Remote network installation - final steps chapter and complete the remote installation process.

5.3.2. Enter an IP Range

If you choose to install AVG remotely according to an IP range, the following dialogue will appear:
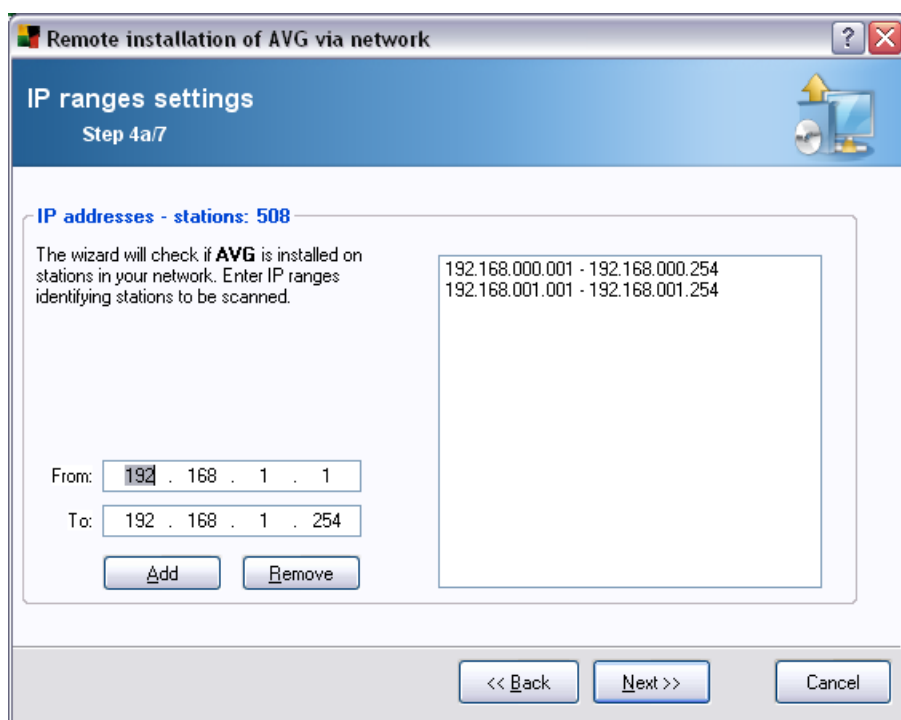
You need to specify the scanning range by entering the IP addresses here. In the *From* field enter a starting IP address and in the *To* field an ending address. Click the *Add* button to add the address into the list.

To delete a range from the right list, simply select the items you wish to remove and click the *Remove* button.

Once you have finished selecting the IP ranges, click the *Next* button to continue. Once done, the **Station selection** window will appear:

According to the station state you have the following options:

Select all stations - will select or unselect all stations in the list and the **Install** button will become active.

Select stations without AVG - will select only stations, that do not have AVG installed, or where AVG could not be detected.

Continue to the Remote network installation - final steps chapter and complete the remote installation process.

5.3.3. Import Stations from File

Note: *This option is usually used when migrating stations to another AVG DataCenter. For more information on this topic see the Migrate Stations from/to Different DataCenter chapter.*

If you choose to install AVG remotely on stations selected from a file, you will experience a dialogue asking for the file. Locate the file and confirm your choice. The source file format contains one station name per line in simple text format.

Once done, the **Station selection** window will appear:

According to the station state you have the following options:

Select all stations - will select or unselect all stations in the list and the **Install** button will become active.

Select stations without AVG - will select only stations that do not have AVG installed, or where AVG could not be detected.

Continue to the Remote network installation - final steps chapter and complete the remote installation process.

5.3.4. Select a Single Station

If you choose to install AVG remotely only on a single station, the following dialogue will appear:

Click either the **Computer name** or **IP address** field and fill in the proper name or IP address. Confirm your choice by clicking the **OK** button. The process of checking the chosen station for an AVG installation will begin. Once done, the **Station selection** window will appear:

According to the station state you have the following options:

Select all stations - will select or unselect all stations in the list and the ***Install*** button will become active.

Select stations without AVG - will select only stations that do not have AVG installed, or where AVG could not be detected.

Add one station - will allow you to add another single station.

Continue to the Remote network installation - final steps chapter and complete the remote installation process.

5.3.5. Select from Active Directory

If your network is domain-based, you can choose to install AVG remotely on stations selected from the Active Directory. A new dialog will pop up (standard Windows dialogue for selecting stations). You can choose multiple stations (separate the values by a semicolon) either by entering the station names manually or by using the dialogue advanced features for searching.

Once done, the **Station selection** window will appear:

According to the station state you have the following options:

Select all stations - will select or unselect all stations in the list and the *Install* button will become active.

Select stations without AVG - will select only stations that do not have AVG installed, or where AVG could not be detected.

Continue to the Remote network installation - final steps chapter and complete the remote installation process.

5.4. Remote network installation - final steps

More options are available when you right-click on the list of stations - a new context menu appears with the following options:
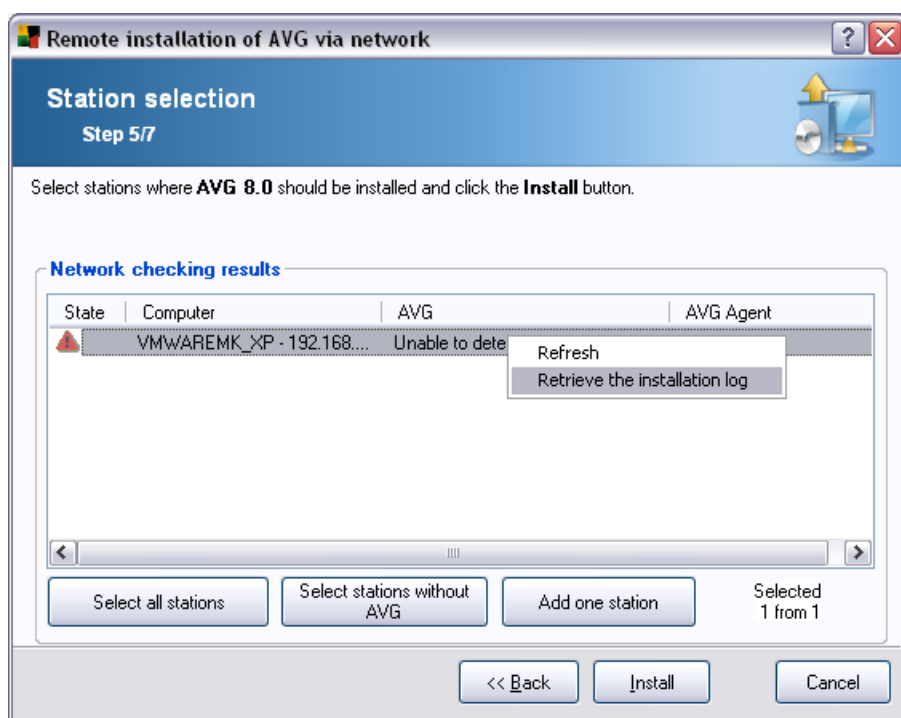
- **Refresh** - will reload the state of all stations in the list by scanning them again.

- **Retrieve the installation log** - this option will try to obtain the installation log from the station (if available).
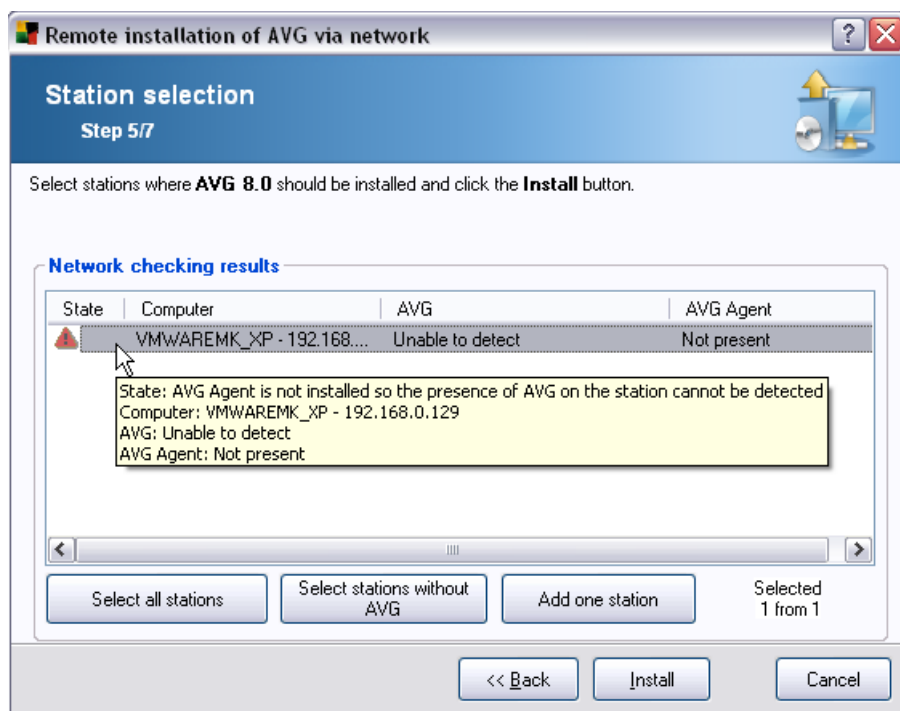
Additionally, you may display a so called tool tip when pointing to a station in the list for a few seconds. The tool tip contains an overview of the station state and other details.

Once you are ready to proceed, click on the *Install* button to begin remote installation.

If you select only some stations from the list, AVG installation will be performed on these stations only. Otherwise installation will be performed on all listed stations.

If your access rights are not sufficient for **AVG Agent** service installation on the remote station, you will be asked for the domain administrator's login/password during installation.
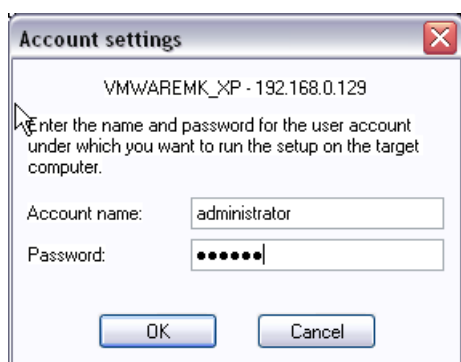
Enter a username that has administrator privileges (a username that is member of the administrator's group). Confirm by clicking OK.

If there is no common administrator account for all stations (with the same login name and password) you will be asked separately for every station.

Pressing the *Cancel* button will cause the current station installation to be skipped, and the wizard will continue installation on the next station in the list.

AVG should be then transferred to the station and installed. You will see on each line, if the installation was successful (however it may take some time to process).

Once all your stations receive the installation files and the installation has begun on them, you will be able to leave this dialogue by clicking the *Next* button.

*Note: You can later review recently installed stations from the **AVG Admin Console** either in the **Stations/New stations** or in the group chosen during the Remote administration settings dialogue.*

*To list recently installed stations that remain in an incorrect state (because of some remote installation failure), navigate to the **Stations/Non-compliant stations**.*

Also, on Windows XP SP2 with Windows Firewall enabled, the AVG Agent once installed will automatically create a communication rule and allow its execution and network communication.

The final dialogue contains a short overview of activity on the station(s).
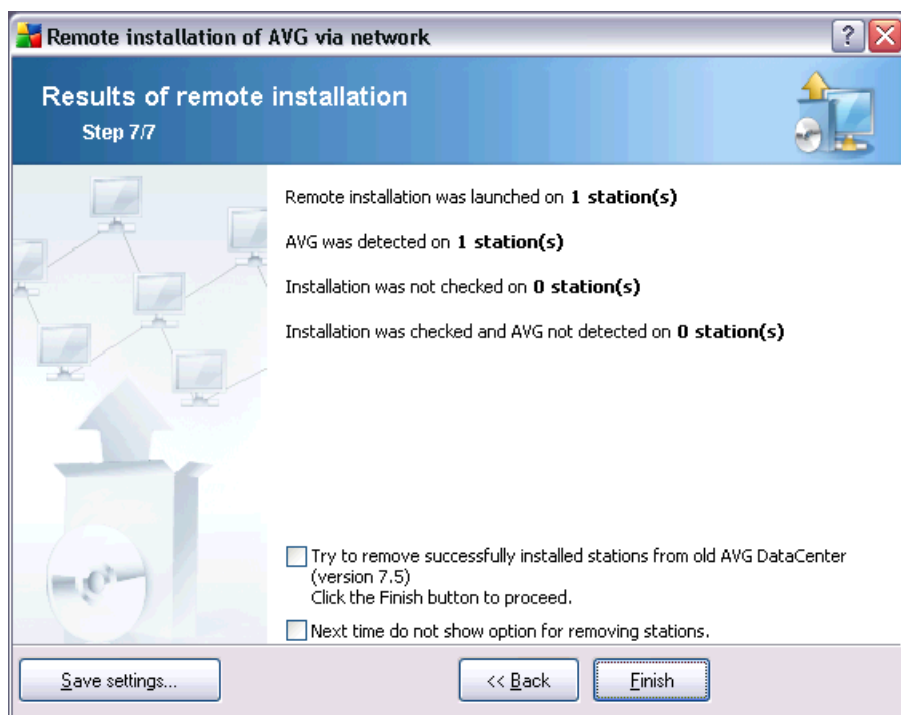
The **Save settings** button allows you to save the previously selected configuration. You can reuse it when running this wizard again simply by loading the settings at the very beginning.

Click **Finish** button to close the wizard.
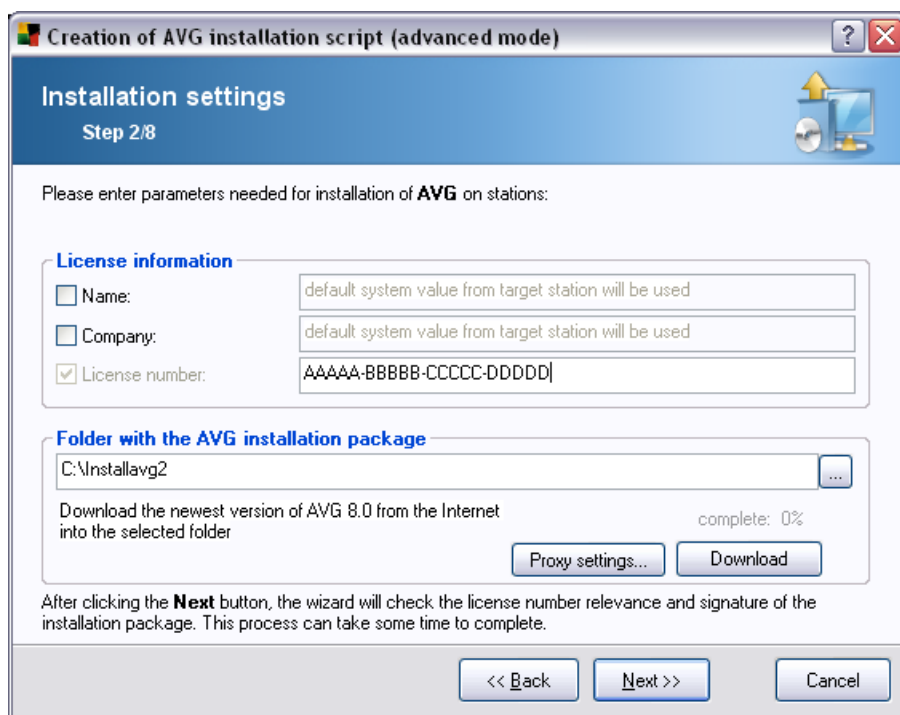
5.5. Creation of AVG Installation Script

Selecting the **Creation of AVG installation script** option, the wizard will create an installation script in the selected directory. The contents of the directory can then be used for installation from CD, network folder or copied directly to a station.

This option does not offer the possibility of remote installation to the network stations or servers.

The first step contains an overview of this option. Click **Next** to continue.

During this step it is necessary to define the following installation parameters:

- **License information** – type in the license data such as Name, Company, and License number (mandatory value). If you wish to use the Windows username for the Name field, do not select the respective check box, and leave the default system settings to be used.

- **Folder with the AVG installation package** - type in the full path to the AVG installation package or use this button to select the proper folder.

    If you have not downloaded the package yet, click the **Download** button and use the wizard to download the installation file for you into the selected folder. You can observe the download progress above the **Download** button.

- **Proxy settings button** - If you need to use a proxy server to connect to the Internet, you can fill in the proxy server details by clicking the **Proxy settings** button.

In this step, you can choose if you wish to install AVG with default settings or select custom components.

- **Install AVG with default settings** - Choose this option if you prefer the default components to be installed.

- **Select installation components** - Select this option to view a tree structure offering a list of AVG components that can be either installed or uninstalled. From the list of components select:

  o Components that should be installed, and mark them like this ☑

  o Components that should be uninstalled, and mark them like this ☒

  o The default settings will be used for components that you leave blank (☐).

- **Remote AVG uninstallation** - allows AVG removal.

In the **Setup parameters** section you can choose from the following options:

- **Quit setup if AVG 8.0 is already installed** - the remote administration will not proceed when AVG 8.0 is already present on the target station.

- **Kill all running applications that prevent installation** - the remote installation will force closure of any application that could interfere with the installation process. Usually this could be a running e-mail client or an internet browser.

- **Hidden installation** - no information will be displayed to the currently logged user during the setup process.

- **Reboot the computer after finishing AVG 8.0 setup if needed** - in certain cases (Firewall component installation for example) a computer restart may be required to complete the installation process.

- **Start the AVG 8.0 application after setup is complete** - will automatically launch the newly installed AVG.

In the **Setup properties** section you can choose from the following options:

- **Where to install** - if you prefer a customized target location for installation, you can choose it by entering the path here. We recommend to keep the default settings.

- **Setup language** - choose a custom language for AVG installation.

- **Select folder where AVG 8.0 setup LOG file will be stored** - if you prefer a custom location for setup log files, select it here (the path must already exist on the station).

The following options are available in this step.

Note: *If you are unsure about these settings, we recommend to keep the default ones.*

- **Remote administration** - Enter the AVG DataCenter connection string into the **AVG DataCenter connection string** field. If applicable, also enter the Username and Password. If you do not want to manage the stations via the AVG Admin Console, simply uncheck this option.

- Add new station into group - If you prefer to automatically add new station(s)

into a custom group, you can choose the group name here.

- **Custom update server** - if you already have an existing update server, that you would like to use for your stations, check this checkbox and fill in its address now.

In this step you may specify names of the installation script files, their storage and other options.

In the **File names definition** define these options:

- **Name of the file to launch installation** - type in a custom name for the file, that will be used for launching the installation. The file extension must be **.bat**.

- **Name of the script file with parameters** - type in a custom name for the script parameters file. The file extension must be **.ini**.

In the **Setup files location** define these options:

- **Select folder where the installation script file will be stored** - Tick this checkbox and choose a custom directory for storing installation script.

- **Create a subfolder for AVG 8.0 installation files** - Tick this checkbox if you prefer AVG setup files to be copied to and stored in a subfolder.

- **Create the AUTORUN.INF file** - If you plan to put your script on a CD/DVD or USB Flash disk from which you would like to start the AVG installation automatically once inserted, tick this checkbox and the AUTORUN.INF file will be created.

- **Enable relative paths** - We recommend to keep this option checked. Relative path means, that it is relative to the current source directory (for example if your source disk drive and path is c:\avginstallation and you uncheck this option, the output script will then look for the installation files in exactly the same path, which will be most likely different on the target station, where you will execute it and the script would not work.)
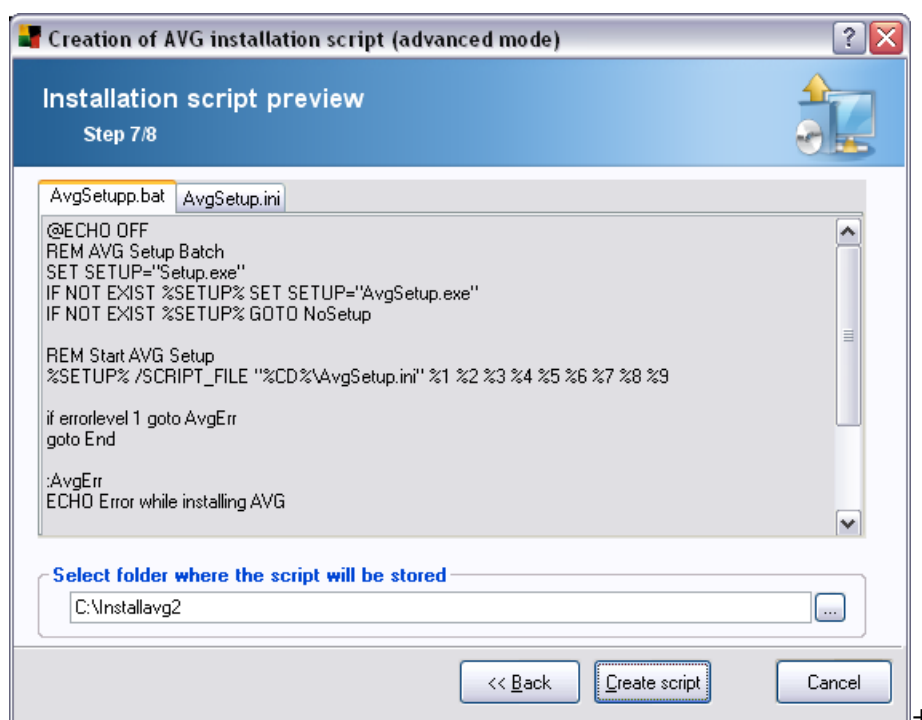
This step contains a preview of both setup and configuration files. The first tab contains information about the setup file and the second contains the presets.

If you have not done so already, fill in the output path in the **Select folder where the script will be stored** section.

Click the **Create script** button to compile and save the installation script to the selected place.
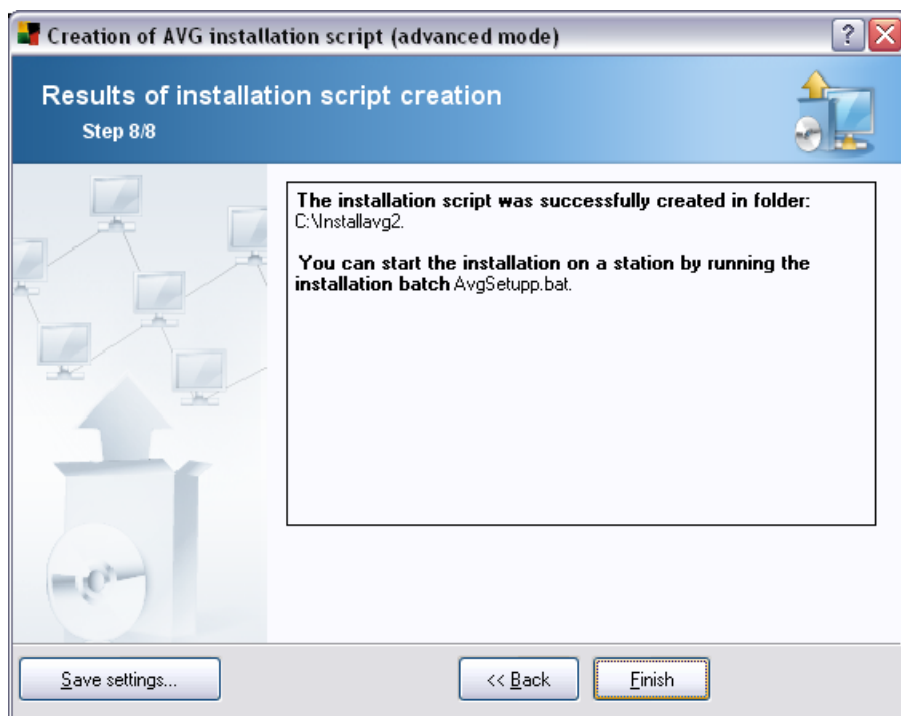
The **Save settings** button allows you to save the previously selected configuration. You can use it when running this wizard again simply by loading the settings in the very beginning.

Click the **Finish** button to close the wizard.

There are several options for how to use the produced script file. Here are the two most common examples:

To use the script saved to a folder:

1. Copy the whole content of the previously chosen folder to your station.

    Note: If you used a network folder for storing the script, you can navigate to that folder directly over the network.

2. On the station navigate to this folder and run the AvgSetup.bat file.

3. The command line window will appear and the installation will begin.

4. Once the installation is completed, the window will close automatically.

You can also put the script on a removable device, such as an external hard drive, USB flash disk etc.

To use the script from a removable device:

1. Insert the removable device to your station.

2. If the autorun feature is enabled in the station's operating system and you chose to create the autorun.inf file during script preparation, the installation will start automatically.

3. If not, open the removable device disk letter and run the AvgSetup.bat file manually.

4. The command line window will appear and the installation will begin.

5. Once the installation is completed, the window will close automatically.

6. AVG Admin Console

6.1. What is AVG Admin Console

AVG Admin Console is an interface for administrating stations remotely. It helps the network administrator to maintain the AVG Stations' configuration, status, and to remotely call various operations on AVG stations. From this console, you can:

• **Monitor AVG component states on stations**

• **Define AVG station settings**

• **Review scan results and control virus infections**

• **Remotely launch scans or updates on AVG stations**

• **Distribute update files within the local network**

• **Access Virus Vault on AVG stations**

• **View Firewall log files**

To launch the **AVG Admin Console** navigate to the Windows start menu and select *Start/All Programs/AVG 8.0 Remote Administration/AVG Admin Console*. Alternatively, you can go to your Program files folder (usually c:\Program Files), select folder *AVG8 Admin\Console* and double click *AVG8AdminConsole.exe*.

During startup, the **AVG Admin Console** automatically tries to connect to the last used **AVG DataCenter**. If the connection fails, or if you are launching **AVG Admin Console** for the first time, a dialog window will appear and you will be asked to specify the communication string for the **AVG DataCenter** connection. The communication string uses the same form as the **AVG station's** communication string – for details refer to chapter Configuration/Connection string.

Typically, if **AVG Admin Console** is installed on the same computer as the **DataCenter**, it is possible to use the following communication string: localhost:4158.
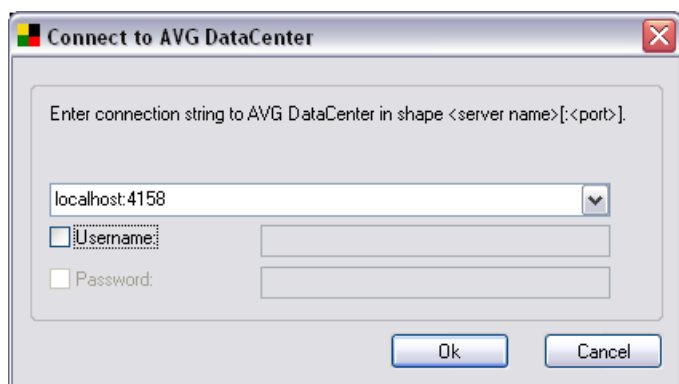
The general communication string structure is http://server_address:port, where:

- *server_address* is the name/address of a server where the **AVG Admin Server** runs

- *port* is the **AVG Admin Server** port number. The default port value is 4158. If the **AVG Admin Server** uses this default number, it is not necessary to include the number into the communication string.

If the **DataCenter** is password protected, you must fill-in the *Username* and *Password* into the appropriate fields. Without correct password and/or username, you will not be able to start AVG Admin Console.

6.2. AVG Admin Console interface overview
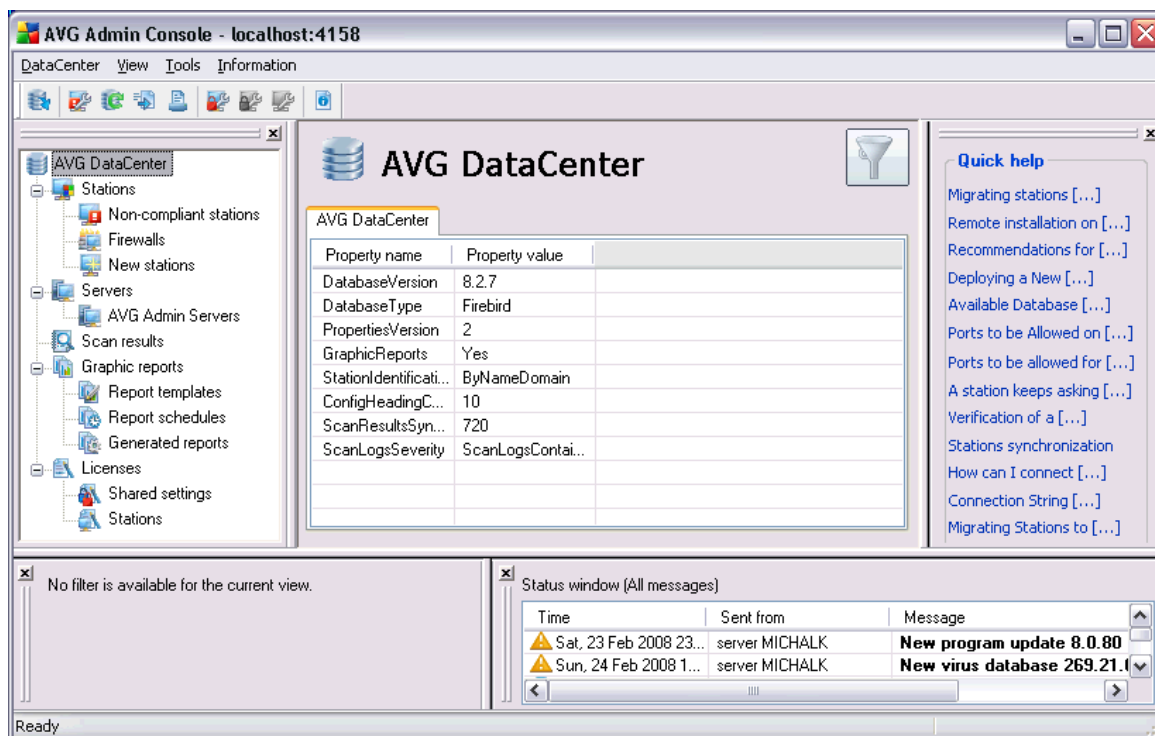
The **AVG Admin Console** interface is completely customizable allowing users to move or enable/disable individual panels according to their needs. Within the default view, all six panels are visible, in addition to a navigation toolbar and upper menu.

6.2.1. Upper main menu

The upper menu contains the following menu items:

DataCenter menu

The **DataCenter** menu offers the following options:

- **Connect to AVG DataCenter...**

  Allows user to select a different **DataCenter**.

- **AVG DataCenter settings...**
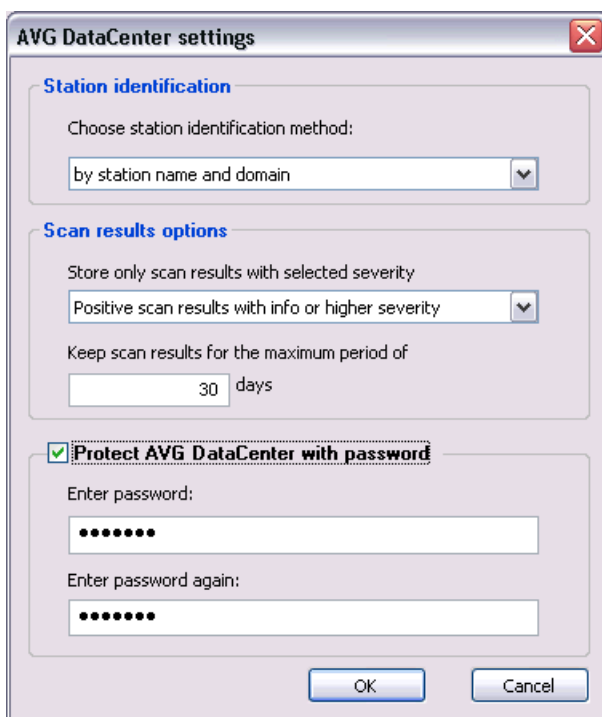
The *Station identification* section contains a drop down menu, where you can select how you wish to display stations within the current view section.

The *Scan results options* section lets you to choose which scan results you prefer to store and according to which severity.

Keep scan results for maximum period of - simply enter number of days you wish to keep the scan results from stations. The default value is 30 days.

To protect your AVG DataCenter with a password (recommended), check the *Protect AVG DataCenter with password* checkbox and enter your desired password (the same password must be entered into both fields for verification). The password will then be required during every connection to the AVG DataCenter.

- *Export...* - This dialog allows you to create a backup file (i.e. export the DataCenter contents to a file).

- *Exit* - Quits **AVG Admin Console**.

View menu

The *View* menu offers the following options:

- **Panels** - here you can show or hide individual main interface panels (Toolbar, Navigation tree, Help Window etc.) simply by checking or unchecking them.

- **Non-compliance conditions...**
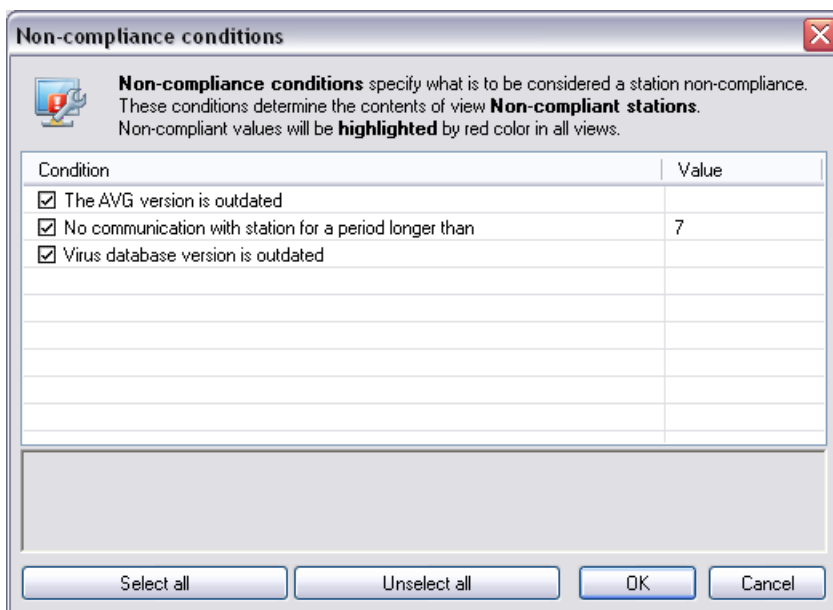
Here you can choose which conditions on a station are to be considered as non-compliant. According to your selection, the non-compliant stations will then be highlighted in red within all available views.

- **Refresh... -** refreshes all records displayed in the the current view section.

- **Export the current view contents...** - allows you to save the current view (for example list of stations) into a .csv (comma separated values) file, which can be easily imported for example into MS Excel or similar spreadsheet application.

- **Print...** - opens the standard windows print dialogue allowing you to print the currently opened view.

Tools menu

The *Tools* menu offers the following options:

- *Shared settings for stations...* - opens a dialogue for editing the shared configuration for stations *(For detailed information on stations shared settings please refer to chapter Configuration/Shared Settings for Stations).*

- *Shared Firewall settings for stations* - - opens a dialogue for editing the shared configuration for *Firewall (For detailed information on Firewall shared settings please refer to chapter Configuration/Shared Firewall Settings).*

- *Database maintenance...* - displays a dialogue where you can select scripts for maintaining the DataCenter database.

- *AVG Admin Server settings...* - opens a dialogue for editing the AVG Admin Server settings *(For detailed information on AVG Admin Server settings please refer to chapter Configuration/AVG Admin Server Settings)*

- *Install AVG on stations...* - starts the AVG Network Installer Wizard, which will guide you through AVG installation on stations. More information on this topic can be found in chapter *AVG Network Installer)*

Information menu

The *Information* menu offers the following options:

- *About...* - displays the copyright information, and the application/database version number

- *What is new...* - displays step-by-step summary of important news in the AVG Admin application.

- *Check for updates...* - **AVG Admin Console** automatically, during startup, checks if a newer version of **AVG Admin Console** is available. But you can also open this dialog and immediately see if a new version is available.

   To disable the startup checking feature, check the *Do not check for updates at start* checkbox.

6.2.2. Navigation tree

The **Navigation Tree** contains all groups arranged in a hierarchical manner. A group is a data structure review, e.g. a list of stations with their configuration, or scan results table, etc. The group content itself displays in the *Current view*, in the central table.
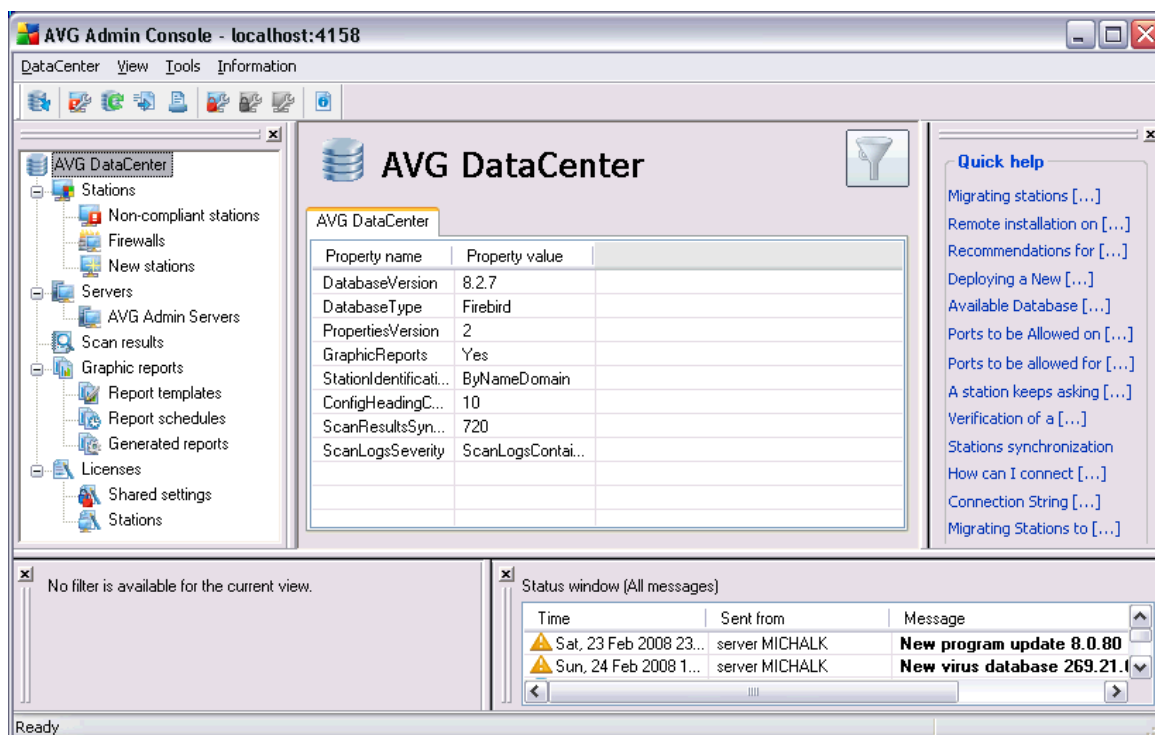
Within the navigation tree, you will find the following sets:

- [Stations](#)

- [Servers](#)

- [Scan results](#)

- [Graphic reports](#)

- [Licenses](#)

You can find descriptions of individual items in their respective chapters.

6.2.3. Records section

Within the central table in the *Current view* section of the screen you can view data of the group selected in the navigation tree. Some sets may contain a considerable amount of data for a specific view (e.g. station/user information); that is why the relevant data is arranged into groups, and every group can be displayed

when you select the corresponding tab.

To select a record from the central table you need to perform a mouse click over the desired record. You can select more records at the same time: press the **CTRL** key (adding a new record to the current selection), or the **SHIFT** key (selecting all records between the first and the last highlighted record). Click the mouse right button over the selected record to open the **Context menu**. It is possible to call various actions related to the current selection from the **Context menu**.

6.2.4. Status panel

In this part of the **AVG Admin Console** main window you can find various system notices and information on the application functionality, communication with **AVG stations**, detected problems, positive scan results warnings, etc.

The **Status Window** panel is located by default in the bottom part of the screen. If the panel is not visible, you can activate it by clicking on **Status window** item in the **View/Panels** menu.

More information how status messages work can be found in the [Requests handling and status messages](#) chapter.

6.2.5. Quick help panel

The panel contains list of most common tasks or problems with their solutions. To open a topic simply click on its name. The solution will open in a new window.

The **Quick help** panel is located by default in the right part of the screen. If the panel is not visible, you can activate it by clicking on the **Help window** item in the **View/Panels** menu.

6.2.6. Filter panel

The **Filter** panel contains a list of filtering options available for the current view. The list will become active only if there are any filters available for the selected view.

Filters are currently available for the following tree items: Stations, Scan results and Graphic reports.
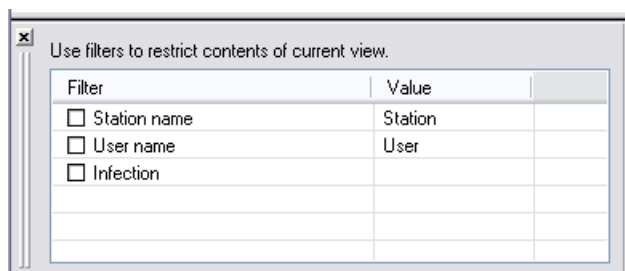
Description of individual filters can be found in the tree items' respective chapters:

- [Stations](#)

- [Scan results](#)

- [Graphic reports](#)

The *Filter* panel is located by default in the bottom left part of the screen. If the panel is not visible, you can activate it by clicking on the *Filter window* item in the *View/Panels* menu.

6.2.7. Information panel

In this part of the **AVG Admin Console** main window you can find information about the current version of the virus base and AVG.

The *Information Window* panel is located by default in the right of the screen. If the panel is not visible, you can activate it by clicking on the *Information window* item in the *View/Panels* menu.

6.3. Synchronization process

Stations managed by **AVG Remote Administration** periodically perform synchronization with the **AVG DataCenter**. The process includes synchronization of:

- [Station settings](#)

- [Scan results](#)

- [Station components states](#)

You may also need to review the [Network Requirements](#) chapter for more information on connection requirements needed for successful synchronization.

6.3.1. Station Settings Synchronization

During the synchronization of station settings:

- mandatory settings are transferred from the DataCenter to the station,

- non-mandatory settings are transferred from the Station to the DataCenter.

The synchronization is performed periodically. By default, the settings synchronization process is done every 60 minutes. To alter the synchronization period for all stations, follow these steps:

1. In the **AVG Admin Console** select *Tools* from the upper main menu and choose the *Shared settings for stations* item.

2. Select the *Remote Administration* node.

3. From the *Synchronize configuration every* drop down menu choose the required value. Close the dialog by clicking the *OK* button.

4. Wait until all stations get synchronized.

Alternatively, you can force immediate synchronization of all stations: In the navigation tree, right-click on the *Stations* node and select *Synchronize settings* from the context menu.

Note: *To change the setting only for stations in a group, simply repeat the process from step two after you right click on* **Stations/YourGroupName** *and select* **Shared Settings for group** *from the context menu.*

Additionally, the synchronization happens:

- every time the station powers on/goes online, its settings are synchronized at latest within the period,

- when the station connects to the **AVG DataCenter** the first time, its settings are synchronized immediately,

- when settings of a station or several stations are changed and confirmed from the AVG Admin Console.

It is also possible to request immediate settings synchronization from the **AVG Admin Console**. Simply right-click on a station's node in the navigation tree or on a particular station in a stations view and select *Synchronize settings* from the

context menu.

6.3.2. Scan Results Synchronization

This synchronization process sends data from the station to the **AVG DataCenter**. It takes place:

- every time the station powers on/goes online (at the latest within 20 minutes),

- immediately after scan completion or after an infection is detected by the Resident Shield,

- immediately or latest within 20 minutes when there is a scan result modification done by a user on the station in the AVG User Interface (healing, moving to vault etc.).

It is also possible to request immediate scan results synchronization from the **AVG Admin Console**. Simply right-click on a station's node in the navigation tree or on a particular station in a stations view and select **All Tasks/Ask for scan results** from the context menu.

6.3.3. Station Components States Synchronization

This synchronization process sends data from the station to the **AVG DataCenter**. It takes place:

- every time the station powers on/goes online (immediately),

- every time a component state is changed (within 5 minutes).

It is also possible to request immediate synchronization from the **AVG Admin Console**. Simply choose a station's node in the navigation tree, in a stations view right-click and from the context menu select **All Tasks/Refresh components state** from the context menu.

6.4. Stations

The **Stations** item allows you to view complex information about all stations currently managed by the AVG DataCenter. The record of a station is created once the station first logs in to the AVG DataCenter.

You are allowed (using the context menu over the table of groups of stations

displayed in the view section) to create groups of stations, and to assign a single station into specific groups.

By default, the stations are divided into these groups:

- **Non-Compliant stations** - contains stations, that are in an non-standard state (i.e. don't comply to predefined conditions)

- **Firewalls** - contains a list of stations that have the Firewall component installed.

- **New Stations** - contains only stations that have not been assigned to any administrator defined group yet.

More detailed information on each group can be found in the following chapters.

In the current view section you can then find information related to specific stations. Using the tabs, the information is divided into several categories:

- **Stations tab**

  Contains general information about each station (name, domain, group, last contact, IP address etc.).

- **Versions tab**

  Displays information about versions of AVG, virus base, anti-spyware base or anti-spam base on each station.

- **Component states tab**

  Contains an overview of component states on each station.

More information on other options and settings can be found in the Configuration/ AVG Admin Console chapter.

6.4.1. Non-Compliant Stations

The **Non-compliance conditions** dialog can be accessed from the application's upper menu by selecting the **Non-compliance conditions...** item in the **View** menu.

In this dialog, you can specify which conditions a station must fulfill in order to be considered as non-compliant.
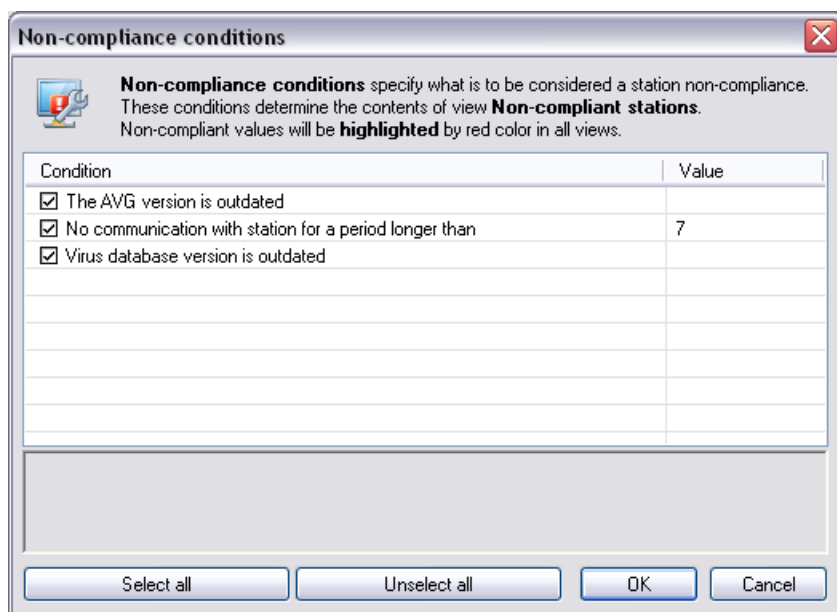
The conditions are as follows:

- ***The AVG version is outdated*** - a station will be considered as non-compliant if the AVG version on the station is not up to date.

- ***No communication with station for a period longer than*** - a station will be considered as non-compliant if there was no communication with the station for a period longer than a specific amount of days or hours (insert plain digital value for hours and a digital value with ***d*** for days - i.e. 7d for seven days).

- ***Virus database version is outdated*** - a station will be considered as non-compliant if the virus database is not up to date on the station.

The following buttons are available:

- ***Select all*** - will select all conditions (to be necessary for a fulfillment of a non-compliant state)

- ***Unselect all*** - will deselect all the conditions.

Confirm your choice by clicking the ***OK*** button or close it by pressing ***Cancel***.

6.4.2. Firewalls

The *Firewalls* group contains a list of all network stations with firewall enabled.

Double click your mouse or press the **Enter** key to open the Firewall configuration Dialog. Only certain settings are allowed to change because of safety precautions.

To review all settings and conditions in detail, see chapter [Shared Firewall settings](#).

6.4.3. New Stations

Contains only stations that have not been assigned to any predefined group yet.

6.4.4. Filtering

You can apply various listing filters to the current view. The filters are available by default from the bottom left *Filter panel*.

The *Filter* panel is located by default in the bottom left part of the screen. If the panel is not visible, you can activate it by clicking on the *Filter window* item in the *View/Panels* menu.

The filtering options for *Stations* are as follows:

You can filter out stations with certain name by applying the *Station name* filter.

To use the filter, simply tick the checkbox next to the *Station name* and double click the line. This will allow you to insert a custom station name, that you want to filter out. Press F5 to reload the screen.

Note: The Station name filter is case sensitive!

To disable the filter, simply uncheck the checkbox.

6.5. Servers

The *Servers* item contains an overview of all deployed servers.

6.5.1. UpdateProxy servers

This item displays a list of servers with the <u>UpdateProxy</u> role installed. Double clicking on any server will open a configuration dialogue for the given server and allow you to change configuration of the server.

More information on other options and settings can be found in the Configuration/<u>AVG Admin Server Settings</u> chapter.

6.6. Scan results

This item offers an overview of all scan results (including results from the Resident shield) on stations together with detailed information related to specific scans. The scan results are by default regularly retrieved from the station, but if you require, you can request them manually:

- ***for individual stations*** - by right-clicking on a station name in the Stations/ group view and selecting the ***All Tasks/Ask for scan results*** item.

- ***for all stations in a group*** - by right-clicking on the group name and selecting the ***Ask for scan results*** item.

- ***for all stations*** - by right-clicking on the ***Stations*** item in the main tree and choosing the ***Ask for scan results*** item.

To delete a scan result, right-click on the line you wish to delete and from the context menu choose the ***Delete scan results*** item.

To view a specific scan result, simply double-click the requested line. A new window will appear.

Scan results

Test name	Scan specific files or folders	Infections found	10
Station name	DOC-EN-MK-01	Infected objects removed or healed	0
User name	Administrator	Not removed or healed	10
Scan started	11.2.2008, 13:34:20	Spyware found	163
Scan ended	11.2.2008, 13:35:45	Removed	0
Total objects scanned	355	Not removed	163

Infections | Spyware

Scanned object	Infection	State	
C:\virtest\adware.zip:\adware\2ADC5CED.ex_	Trojan horse Downloader....	Infected	
C:\virtest\adware.zip:\adware\Bargains.ex:\$JF\trkgif.exe	Trojan horse Clicker.4.B	Infected	
C:\virtest\adware.zip:\adware\Bargains.ex	Trojan horse Clicker.4.B	Infected	
C:\virtest\adware.zip:\adware\BBI8033.EXE_:\$JF\trkgif.exe	Trojan horse Clicker.4.B	Infected	
C:\virtest\adware.zip:\adware\BBI8033.EXE_	Trojan horse Clicker.4.B	Infected	
C:\virtest\adware.zip:\adware\dr.exe:\$CE\gltdwif.exe	Trojan horse Generic.WFS	Infected	
C:\virtest\adware.zip:\adware\dr.exe	Trojan horse Generic.WFS	Infected	
C:\virtest\adware.zip:\adware\euniverse.VEX0807	Trojan horse Generic3.LOP	Infected	
C:\virtest\adware.zip:\adware\tr.exe	Trojan horse Generic.WGB	Infected	
C:\virtest\adware.zip	Trojan horse Downloader....	Infected	

[Confirm] [Cancel] [Remove selected threats] [Remove all threats] [Previous] [Next]

Depending on the viruses found, more tabs may be displayed. Each tab contains a list of findings (i.e. Infections, Spyware etc.). On each tab, the following options are available:

- **Confirm** - this button will mark the test result as confirmed and you will not find the number of infections from the accepted test within the other reports.

- **Cancel** - closes the window.

- **Remove selected threats** - removes only the selected threats.

- **Remove all threats** - removes all threats in the list.

- **Previous** - shows the previous scan result in the Scan results view, if available.

- **Next** - shows the next scan result in the Scan results view, if available.

Right-clicking on a finding in the list will allow you to choose from the following

actions (availability of the actions depends on file/infection type):

- **Rescan** – will ask the station to rescan the selected finding(s).

- **Heal** – will ask the station to try healing the selected finding(s).

- **Delete** - will ask the station to delete the selected finding(s).

- **Move to Vault** - will ask the station to remove the selected finding(s) to the station's Virus Vault.

- **Add as exception** - will ask the station to create an exception for the selected finding(s). AVG will then ignore the file and will not report it anymore.

If the station is active, the requested operation(s) will be done immediately after the request. If the station is not currently active (i.e. is not connected to the AVG Datacenter), all pending operations will be processed next time the station connects.

Once you request an action, then if the AVG station is active, it will try to find the requested test result and process all selected infections.

One of the action result states, listed below, will be displayed in the State column. The states are as follows:

- **Added as exception** – the infection was added to the list of exceptions (will no longer be considered as a threat).

- **Deleted** - the infection was deleted.

- **Moved to vault** – the file was moved to the Virus vault on the station.

6.6.1. Filtering

You can apply various listing filters to the current view. The filters are available by default from the bottom left **Filter panel**.

The **Filter** panel is located by default in the bottom left part of the screen. If the panel is not visible, you can activate it by clicking on the **Filter window** item in the **View/Panels** menu.

The filtering options for **Scan results** are as follows:

Note: *To use a filter, simply tick the checkbox next to its name and double click the line to insert a value. Then press F5 to reload the screen.*

- ***Station name***

  Insert a custom station name, that you want to filter out.

- ***Scan name***

  Insert a custom scan name, that you want to filter out.

- ***User name***

  Insert a custom username, that you want to filter out.

- ***Infection***

  This filter will display only scan results that contain an infection.

To disable a filter, simply uncheck the checkbox next to its name or right-click in the filters window and from the context menu select ***Switch off all filters***.

Note: *All filters are case sensitive!*

6.7. Events

The ***Events*** item allows you to view individual events sent to AVG DataCenter as defined in the Alert Manager (see [Configuration/Alert Manager Settings](#) for more information). Each line represents one event and can be sorted by Severity, Event type, Station name etc. by simply clicking a column name. To review an event details, double click its line.

6.7.1. Filtering

You can apply various listing filters to the current view. The filters are available by default from the bottom left ***Filter panel***.

The ***Filter*** panel is located by default in the bottom left part of the screen. If the panel is not visible, you can activate it by clicking on the ***Filter window*** item in the ***View/Panels*** menu.

The filtering options for ***Events*** are as follows:

Note: *To use a filter, simply tick the checkbox next to its name and double click the line to insert a value. Then press F5 to reload the screen.*

- ***Severity***

Insert a severity value, that you want to filter out.

- *Event type*

Insert event type value, that you want to filter out.

- *Station name*

Insert a custom station name, that you want to filter out.

- *Username*

Insert a custom username, that you want to filter out.

- *From*

Insert a custom date and time value, that you want to filter out.

- *To*

Insert a custom date and time value, that you want to filter out.

To disable a filter, simply uncheck the checkbox next to its name or right-click in the filters window and from the context menu select **Switch off all filters**.

Note: All filters are case sensitive!

6.8. Notifications

The **Notifications** item allows you to select from predefined notification actions. These notifications once set can inform an administrator via e-mail about different events within the AVG Admin Console.
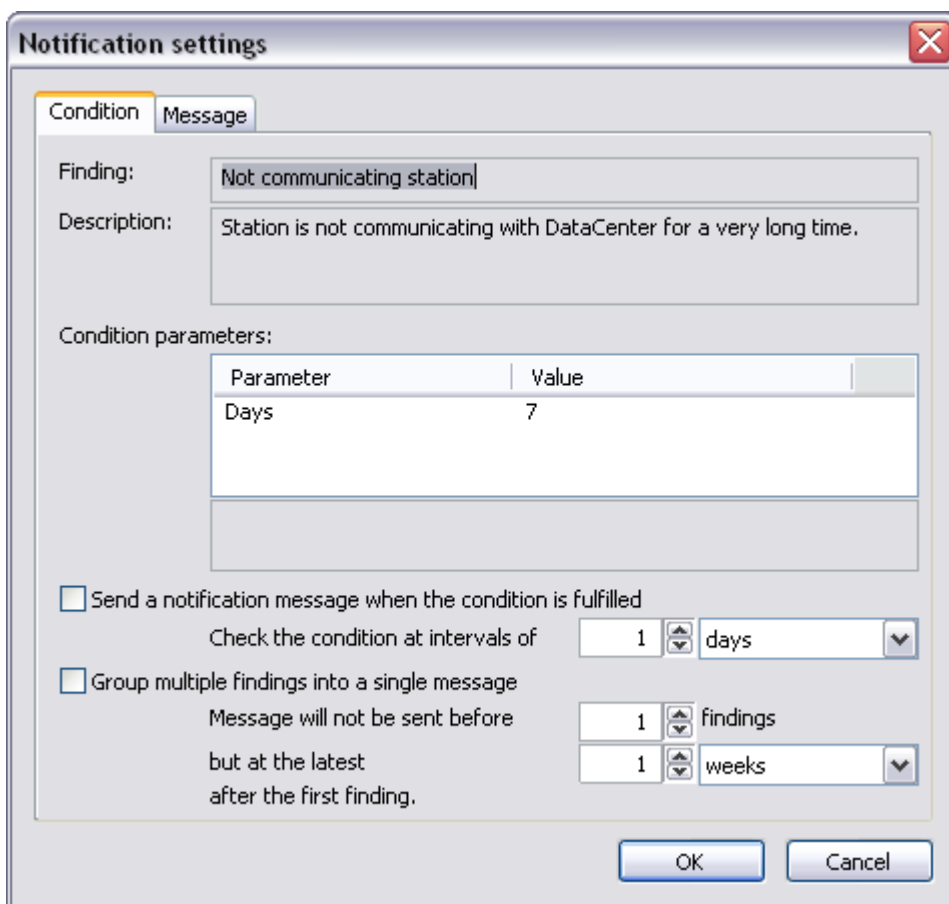
Note: Proper dispatch of e-mail notifications requires correct SMTP server definition on the Configuration / AVG Admin Server Settings / E-Mail tab.

To activate an notification you need to right click on its line and from the context menu select **Activate**.

Double-clicking a line (i.e. specific notification) will open Notification settings dialogue, that allows further customization (see the chapters below).

6.8.1. Condition Tab

On this tab you can customize under which conditions the notification should be sent.

Check the ***Send a notification message when the condition is fulfilled*** checkbox to receive an e-mail once the above mentioned parameters or the condition generally is met.
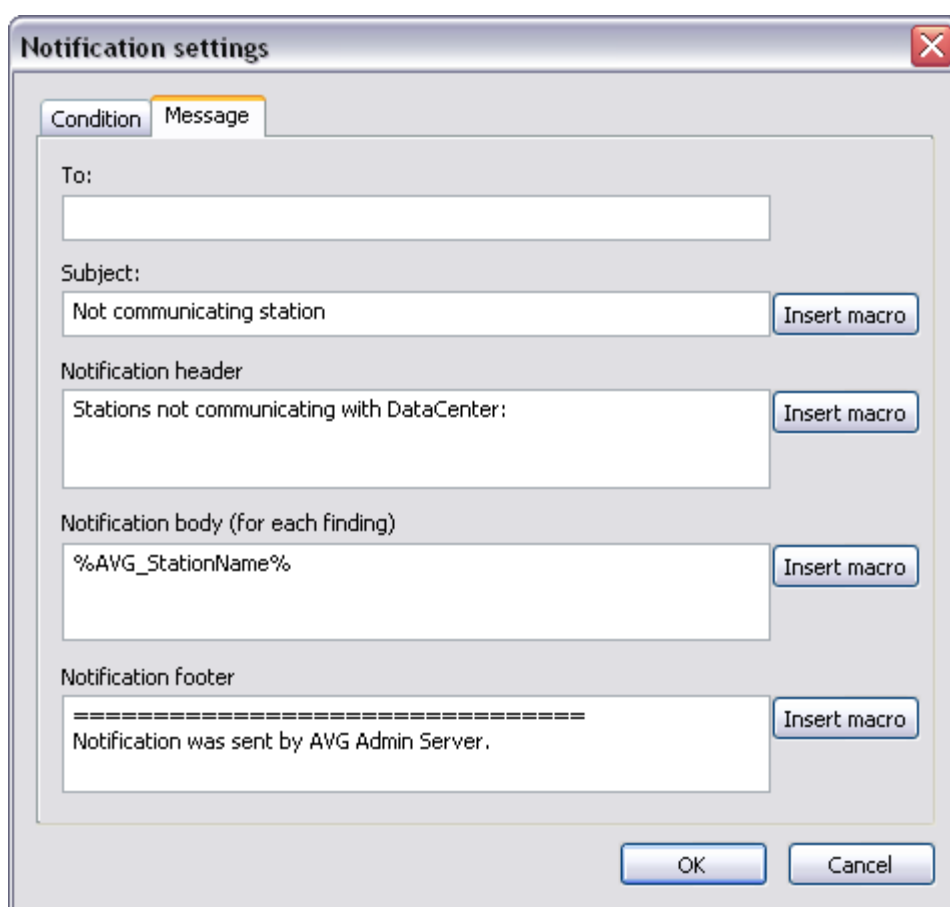
You can also select a period in which the condition should be checked.

Check the **Group multiple findings into a single message** checkbox, if you want to customize number of event occurrences that must occur before the notification message will be sent.

Certain notifications have also some **Condition parameters** available, which can be changed by double-clicking the appropriate line and inserting the requested value.

6.8.2. Message Tab

On this tab you can customize the notification message itself.

The available fields are as follows:

- **To** - insert a message recipient address (in the form example@somedomain. com).

- ***Subject***

- ***Notification header***

- ***Notification body***

- ***Notification footer***

Into these fields you can insert either custom text to be displayed within the message, or use a macro to insert a variable. To use a variable (macro), simply click **Insert macro** button located next to each message part.
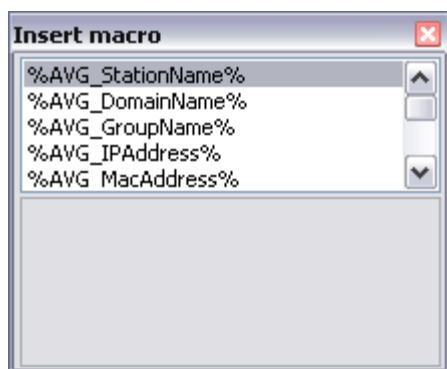
The variable will be converted to a real value once the message is sent from the AVG DataCenter. The possible variables (macros) are as follows:

- ***%AVG_StationName%*** - name of the station.

- ***%AVG_DomainName%*** - The domain name in which the station exists (if applicable).

- ***%AVG_GroupName%*** - the group name, in which the station is located.

- ***%AVG_IPAddress%*** - the station IP address.

- ***%AVG_MACAddress%*** - the MAC address of the station.

- ***%AVG_LastCall%*** - last time the station contacted the AVG DataCenter.

- ***%AVG_AvgVersion%*** - the AVG version on the station.

- ***%Antivirus_Version%*** - the version of the antivirus database.

- **%AVG_InstallTime%** - the time of AVG installation.

6.9. Graphic Reports

*Note: As Graphic reports are generated by the **AVG Admin Server**, report generation will only work if installed on a computer where **AVG Admin Server** is also installed.*

The Graphic reports allow users to quickly and easily generate well arranged reports. Reports may show various summaries and statistics. Graphical reports are accessible from the main AVG Admin Console navigation tree.

The reports are always generated in the language that has been chosen during installation of the AVG Admin Server.

Note: Generated reports are physically saved to a temporary location on your hard drive, under the AVG8 data folder (e.g. C:\Documents and Settings\All Users \Application data\avg8\Admin Server Data\Reports). Each generated report will consume some hard drive capacity (from 0,1 to 0,5 MB approximately, but can be even more, if you have lots of stations). Therefore if you suffer from insufficient disk space, we recommend to only create a reasonable amount of reports or delete the old ones accordingly.

During **Export/Import** (available through **DataCenter/Database Export**) of the AVG Admin Console data, only Report schedules will be processed. Templates and generated reports will not be exported or imported!

Once you import your former exported data, Graphic reports will not be available until you restart the AVG Admin Server!

6.9.1. Report Templates

There are some predefined templates that can be quickly used for report generation. Some templates allow you to set additional parameters for more precise reports.

To create a report directly from this menu, right-click on the report you want to generate and select the **Generate report from template** menu item. If you prefer only to display a preview of the report layout, select **Template preview**.

- **All stations** - shows all stations registered in the AVG Admin Console

  Available parameters:

- Minimum count of infected objects - type in the minimum count of infected objects on station. 0 = disable this parameter.

- *IP address starts with* - specify the beginning part of the IP address.

- *Type of Chart* - choose the requested chart type (default selection is pie chart).

- **Stations by AVG Version** - shows all stations sorted by AVG version.

   Available parameters:

   - *Type of Chart* - choose the requested chart type (default selection is pie chart).

- **Stations not communicating longer than**

   Available parameters:

   - *Number of days* - choose the number of days for which the stations were not communicating.

   - *Type of Chart* - choose the requested chart type (default selection is pie chart).

- **Most infected stations** - shows top infected stations.

   Available parameters:

   - *Stations count in report* - limit the number of stations in the report. 0 = unlimited.

   - *Type of Chart* - choose the requested chart type (default selection is pie chart).

- **Most viruses** - This report shows the top viruses of all stations.

   Available parameters:

   - *Viruses count in report* - limit the number of viruses in the report. 0 = unlimited.

   - *Time interval* - specify the time interval for selecting data (last day, last

month, last year).

– **Type of Chart** - choose the requested chart type (default selection is pie chart).

- **Virus scan report** - This report shows the status of viruses.

  Available parameter:

  – **Time interval** - specify the time interval for selecting data (last day, last month, last year).

- **Viruses on stations** - This report shows the viruses on stations.

  Available parameters:

  – **Time interval** - specify the time interval for selecting data (last day, last month, last year).

6.9.2. Report Schedules

In this group, you can create, edit and view graphic report schedules. Actions applicable on individual reports available through right-clicking the context menu are as follows:

– **Edit** - opens an edit dialog for the selected schedule.

– **Define a new schedule** - will start the wizard for creating a new report schedule.

– **Restore report schedule(s)** - you can select one or more items and restore them by using this function.

– **Remove** - will mark a report as deleted (but not remove it yet from the hard drive/AVG DataCenter).

– **Completely remove from AVG Datacenter** - select one or more items and remove them completely by using this function.

By default, there are no schedules available. To prepare a new scheduled report, right-click in the Report schedules area and select the **Define a new schedule** item from the menu.
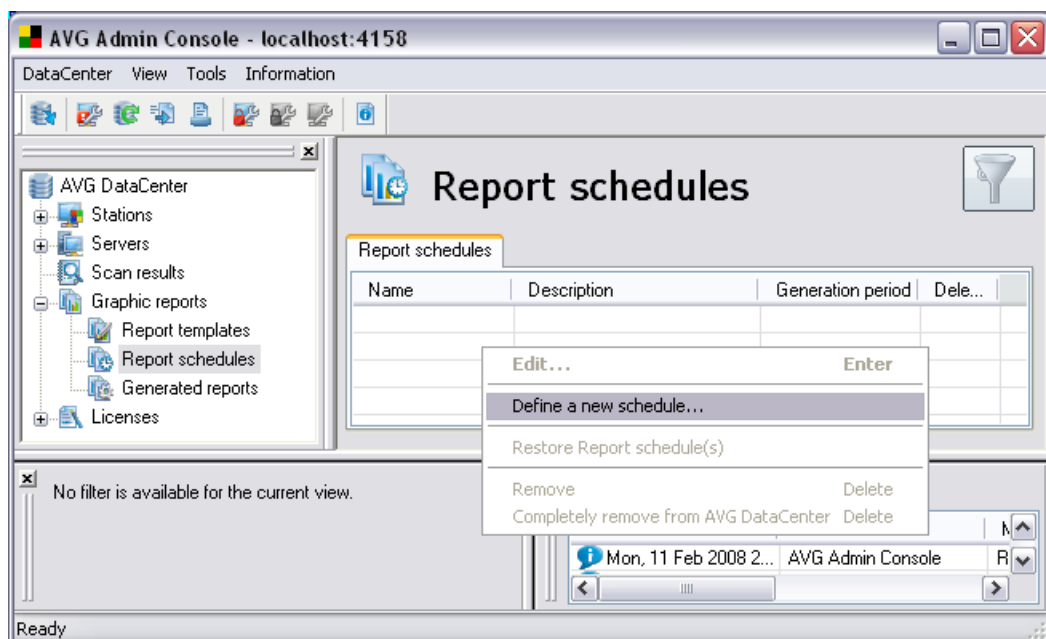
A new dialog will come up:
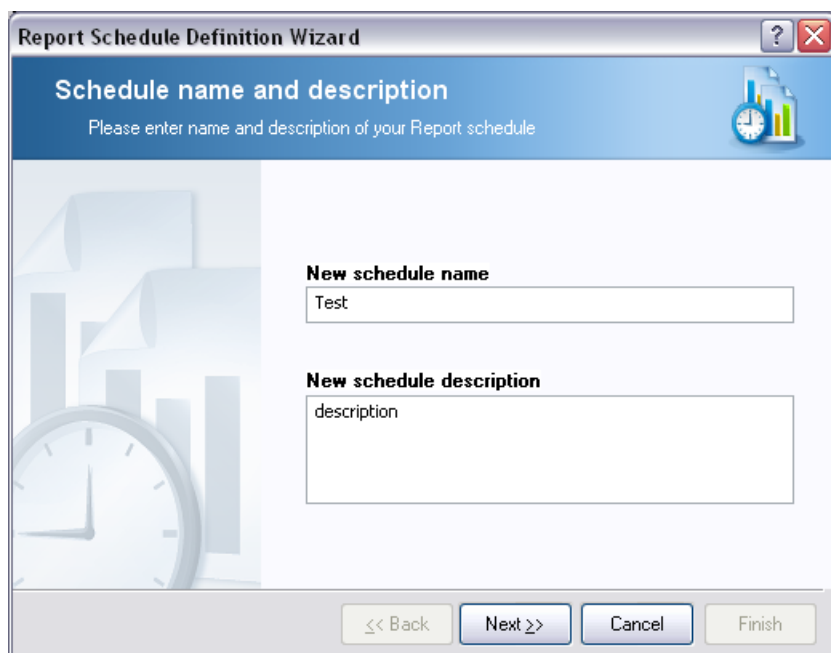
Fill in the Name and Description. Proceed to the next dialog by pressing the Next

button.
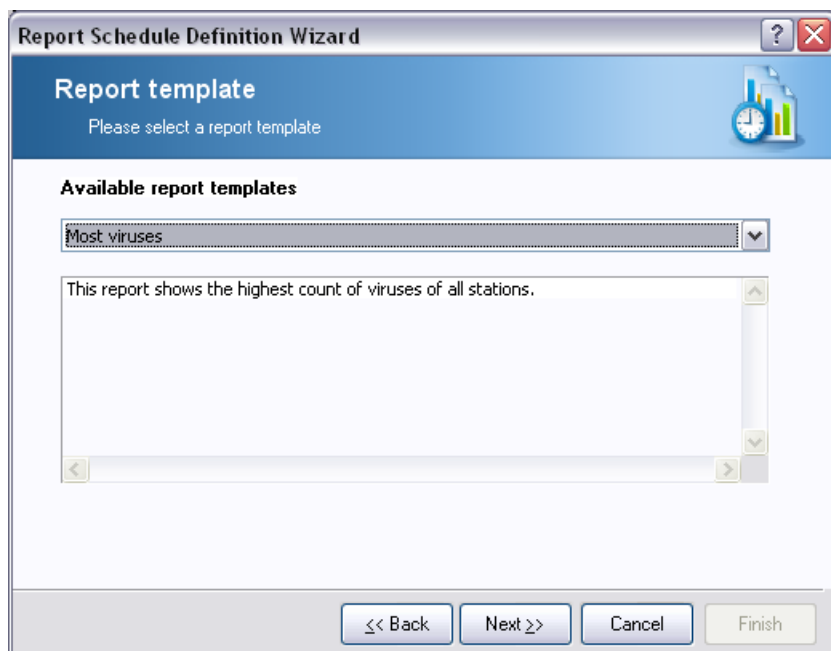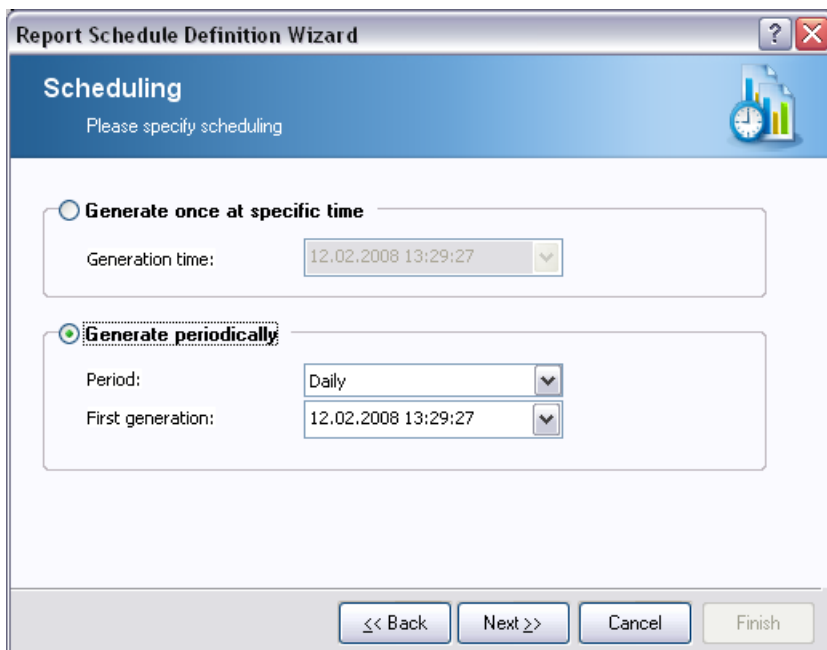
From the rollover menu select which template you want to use for your scheduled report.

If there are additional parameters available for the selected report, fill in the requested values, or leave the default values. For more information on templates, see the [Report templates](#) section above. Once ready, press the **Next** button.
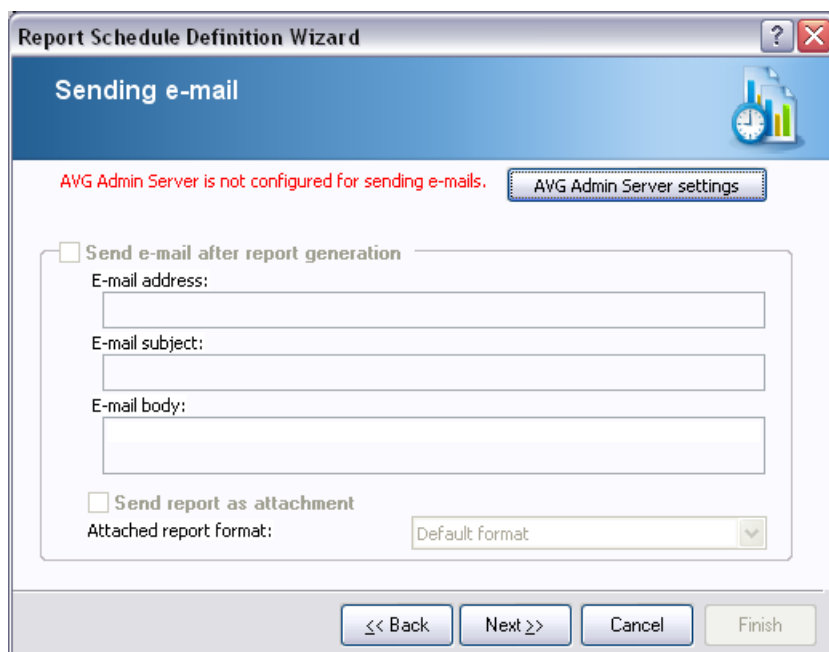
In this dialog, choose whether you want to generate the report only once in the selected time, or to generate the report periodically:

- **_Generate once at a specific time_** - choose the exact time and date of generation.

- **_Generate periodically_** - Choose a **_Period_** (daily, weekly, monthly) of generation and **_First generation_** time and date.

Press **_Next_** button to proceed to the following part:

If you want to send the report or notification by e-mail when it is generated, enable the **Send e-mail after report generation** checkbox.

In order to be able to use the e-mail feature, you must first configure the SMTP settings in the AVG Admin Server (E-mail tab).

To configure the SMTP/E-mail settings now, click on the **AVG Admin Server settings**.

Note: To learn more about configuring the AVG Admin Server settings for sending E-mail, see the E-mail tab topic in the Configuration/AVG Admin Server Settings chapter.

If you have already previously configured the E-mail tab in the AVG Admin Server configuration, you should see predefined values already in the correct fields. If not, please check the AVG Admin Server settings or fill in your custom values.

If you want to receive reports directly as an attachment, enable the **Send report as attachment** checkbox and from the rollover menu select, which format you prefer for delivery of your report(s).

If you do not select to receive the report as an attachment, you will only receive a notification e-mail and will have to review the report manually within the AVG Admin

Console.

Once ready, proceed to the final screen by pressing the **Next** button.

In the next screen check, if all settings are correct and finalize the process by pressing the **Finish** button.

6.9.3. Generated Reports

This group contains a list of all currently generated reports.

To open a report, right-click on the chosen line and from the context menu select the **Show** item.

To delete a report right-click on the chosen line and from the context menu select the **Delete** item.

Once you have opened one of your generated reports, you can then also print or save it.
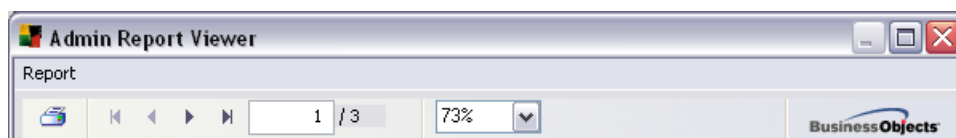
The report contains more than one page. To navigate through pages, use the left and right buttons at the top of the screen.

By clicking the printer icon located in the top-left corner, you will open the standard Windows print dialog, where you can choose to print the report on a printer(s) or produce a PDF file (if available).

If you prefer to export the report to a file, use the **Report/Save** menu item. The confirmation dialog will appear where you can choose which output format you prefer (Adobe Acrobat PDF, HTML 4.0, MS Excel 97-2000 - xls).

6.9.4. Filtering

You can apply various listing filters to the **Generated reports** view. The filters are available by default from the bottom left **Filter panel**.

The **Filter** panel is located by default in the bottom left part of the screen. If the panel is not visible, you can activate it by clicking on the **Filter window** item in the **View/Panels** menu.

The filtering options for the **Generated reports** are as follows:

Note: *To use a filter, simply tick the checkbox next to its name and double click the line to insert a value. Then press F5 to reload the screen.*

- **Report template**

  Insert a custom report template name, that you want to filter out.

- **Schedule name**

  Insert a custom report schedule name, that you want to filter out.

- **From**

  Insert a custom date and time value, that you want to filter out.

- **To**

  Insert a custom date and time value, that you want to filter out.

To disable a filter, simply uncheck the checkbox next to its name or right-click in the filters window and from the context menu select **Switch off all filters**.

Note: *All filters are case sensitive!*

6.10.Licenses

This item offers an overview of all license numbers used. It allows you to easily monitor all existing license numbers, and add or update license number for individual or multiple stations.

In the main view, you have the following options available from the right-click context menu:

- **Mandatory** - will mark the chosen license number as mandatory, which means, that all stations will be required to use it.

- **Change license number** - will open a new dialogue allowing you to insert a different license number.

Note: *The new license number(s) will be deployed to individual stations once the synchronization process take place. More information about synchronization process can be found in the Synchronization process chapter.*

6.10.1.Shared Settings

In the view, you will see the list of all groups (including the custom ones). You have the following options available from the right-click context menu applicable for each group:

- **Mandatory** - will mark the usage of the given license number as mandatory for the selected group, which means, that all stations in this group will use it.

- **Change license number** - will open a new dialogue allowing you to insert a different license number.

Once changed, the license number will apply for all stations in the given group.

Note: The new license number(s) will be deployed to individual stations once the synchronization process take place. More information about the synchronization process can be found in the Synchronization process chapter.

6.10.2.Stations

In the view, you will see the list of all stations. You have the following options available from the right-click context menu applicable for each station:

- **Mandatory** - will mark the usage of the given license number as mandatory for the selected station.

- **Change license number** - will open a new dialogue allowing you to insert a different license number.

Once changed, the license number will apply for all stations in the given group.

Note: The new license number(s) will be deployed to individual stations once the synchronization process take place. More information about the synchronization process can be found in the Synchronization process chapter.

7. AVG Admin Server

AVG Admin Server is used to secure communication between the AVG stations and the AVG DataCenter on the server. Through the AVG Admin Server the AVG stations connect to the AVG DataCenter using the TCP protocol (or the HTTP protocol, to be exact) that is a part of each Windows operating system installation. Therefore, the AVG stations do not need any other third party component to be able to connect to the remote administration system.

The **AVG Admin Server** can serve as a proxy server for downloading and distributing updates to your stations (by deploying the UpdateProxy role).

Also, the AVG Admin Server can also provide update distribution within the local network. It can work as a very simple web server offering the update files to AVG stations. The update files are downloaded from the AVG central update servers just once, which significantly decreases the internet connection link load, especially in larger networks.

The AVG Admin Server is started automatically after deployment. If not, you can start it manually from the Windows start menu *All programs/AVG 8.0 Remote Administration* by selecting *AVG Admin Server Monitor*.

Alternatively, you can launch the **AVG Admin Server settings** from the AVG Admin Console by selecting from the upper menu *Tools/AVG Admin Server settings*.

More information about the configuration of AVG Admin Server is available in the *Configuration/AVG Admin Server Settings* chapter.

8. AVG Admin Lite

AVG Admin Lite is a simplified version of AVG Remote Installation. It contains only the AVG Admin Server Deployment Wizard Lite and the AVG Network Installer Wizard Lite. No management console is available (such as AVG Admin Console), or any advanced options.

- *AVG Admin Server Deployment Wizard Lite* - only allows deployment of the UpdateProxy role.

- *AVG Network Installer Wizard Lite* - only allows AVG Installation Script creation.

In order to install and use only the AVG Admin Lite features, you must have chosen the **Lite Installation** option during the AVG Internet Security Network Edition installation process (For more information see chapter Installation type).

8.1. AVG Admin Deployment Wizard Lite
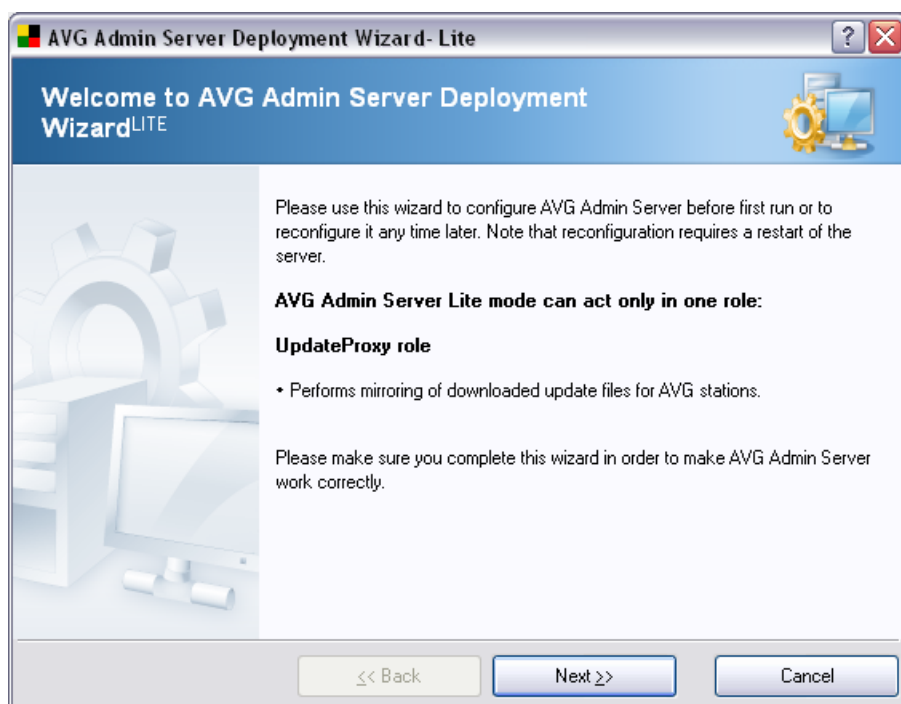
The first dialogue explains the purpose of the Wizard. Click the **Next** button to proceed to the next step.

Note: *You need to complete this wizard in order to proceed with remote network installation.*

8.1.1. Configuration Overview
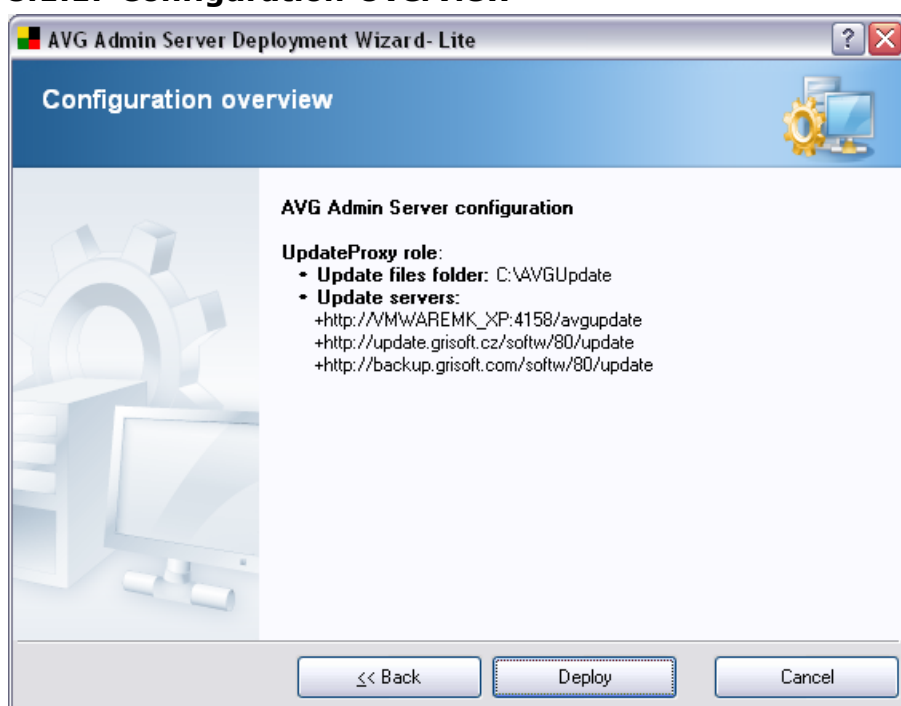
This section contains an overview of the configuration, that is going to be deployed on your server. Basically only the UpdateProxy role will be deployed to your server. The UpdateProxy role serves as a proxy server for downloading and distributing updates to your stations.

The wizard will also create the **AVGUpdate** folder on the C: drive (by default) or drive that is indicated in your overview.

8.1.2. Completion
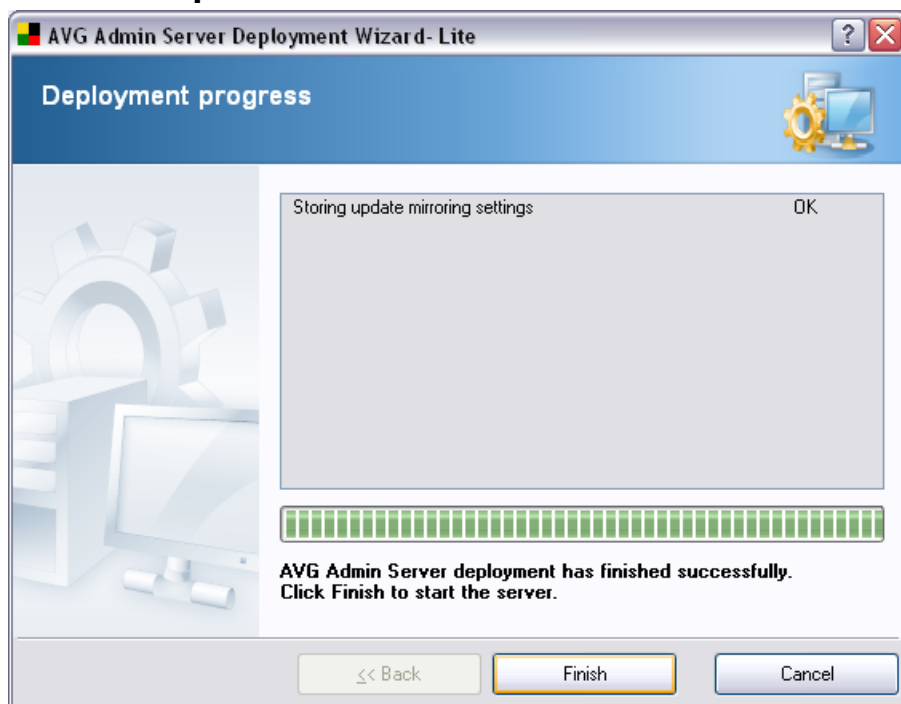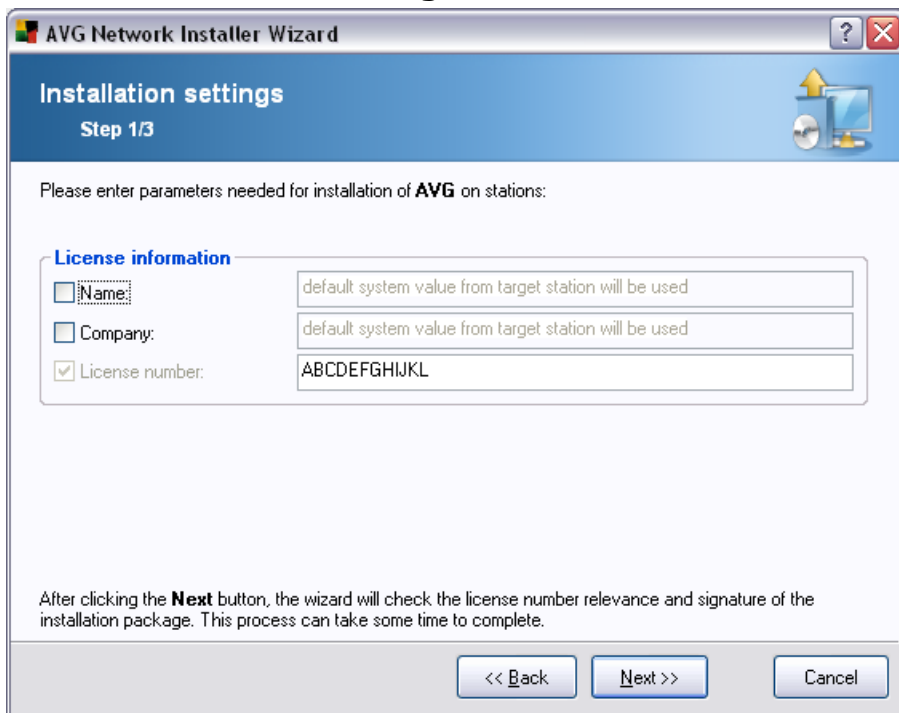
If everything went smoothly, you will see a dialogue similar to the one above. Click Finish to close the Wizard and continue to the AVG Network Installer Wizard Lite.

8.2. AVG Network Installer Wizard Lite

The **AVG Network Installer Wizard Lite** will quickly guide you through the AVG script creation process. The script can then be used to install AVG on your stations.

8.2.1. Installation Settings

Fill in the requested values. **License number** is a mandatory field that must be filled in. Alternatively you may check the **Name** and/or **Company** checkboxes and fill in the appropriate values.

8.2.2. Creation of AVG Installation Script
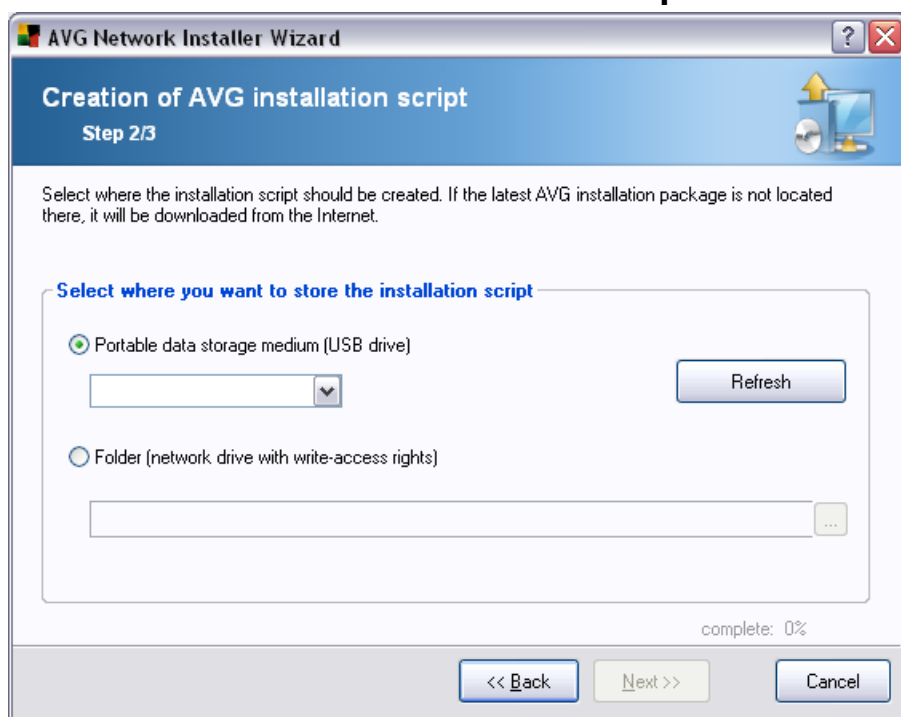
In this dialogue you need to choose, where the installation script will be saved. If the location does not contain the latest AVG installation package, the wizard will try to download the file from the Internet once you click the **Next** button. In such a case please make sure your Internet connection is available.

You can choose one of the following:

- **Portable data storage medium (USB drive)**

    If you have not done so already, insert a removable USB device (Flash drive, portable hard drive etc.) and hit the **Refresh** button to see the device in the drop down list. Make sure the drive is not write protected.

- **Folder**

    Selecting this option will let you choose a folder, where the script will be stored. If you choose a network folder, make sure it has correct write-access rights.

8.2.3. Completion
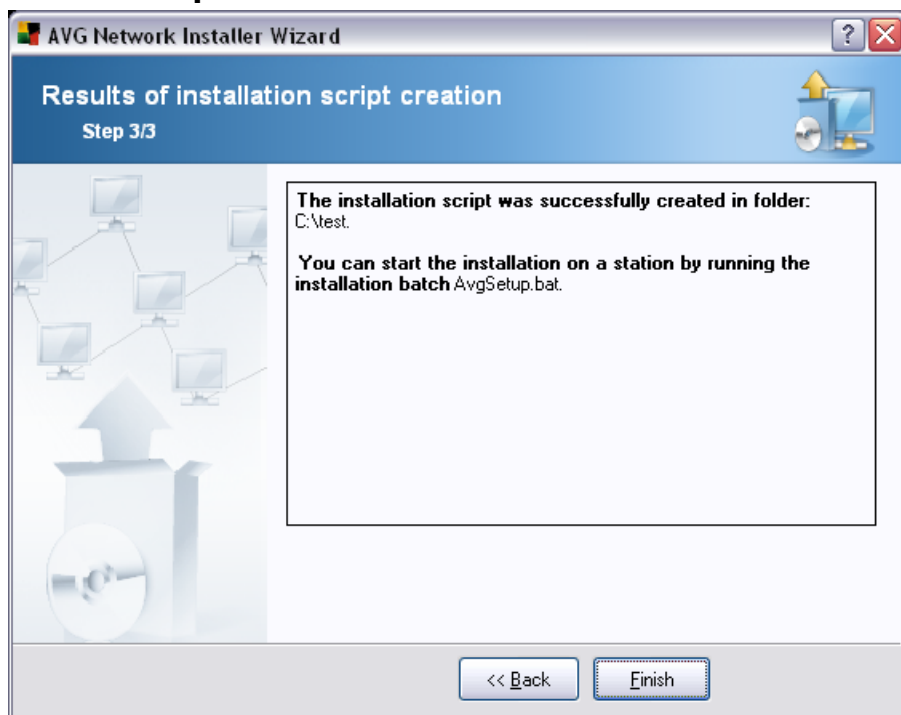
If the script creation proceeded successfully, you will see a dialogue similar to this one. Click the **Finish** button to close the wizard.

To use the script saved to a folder:

1. Copy the whole contents of the previously chosen folder to your station.

    Note: *If you used a network folder for storing the script, you can navigate to that folder directly over the network.*

2. On the station navigate to this folder and run the AvgSetup.bat file.

3. The command line window will appear and the installation will begin.

4. Once the installation is completed, the window will close automatically.

To use the script from a removable device:

1. Insert the removable device to your station.

2.   If the autorun feature is enabled in the station's operating system, the installation will start automatically.

3.   If not, open the removable device disk letter and run the AvgSetup.bat file manually.

4.   The command line window will appear and the installation will begin.

5.   Once the installation is completed, the window will close automatically.

9. Configuration

This chapter contains a description of configuration options for different parts of AVG Internet Security Network Edition.

9.1. Shared Settings for Stations/Groups

This dialogue allows you to define shared settings for stations. The options are exactly the same as on the station with few exceptions described in the below chapters. If you require more detailed information on other items configuration, we recommend you to consult the AVG Internet Security User Guide available to download from www.avg.com.
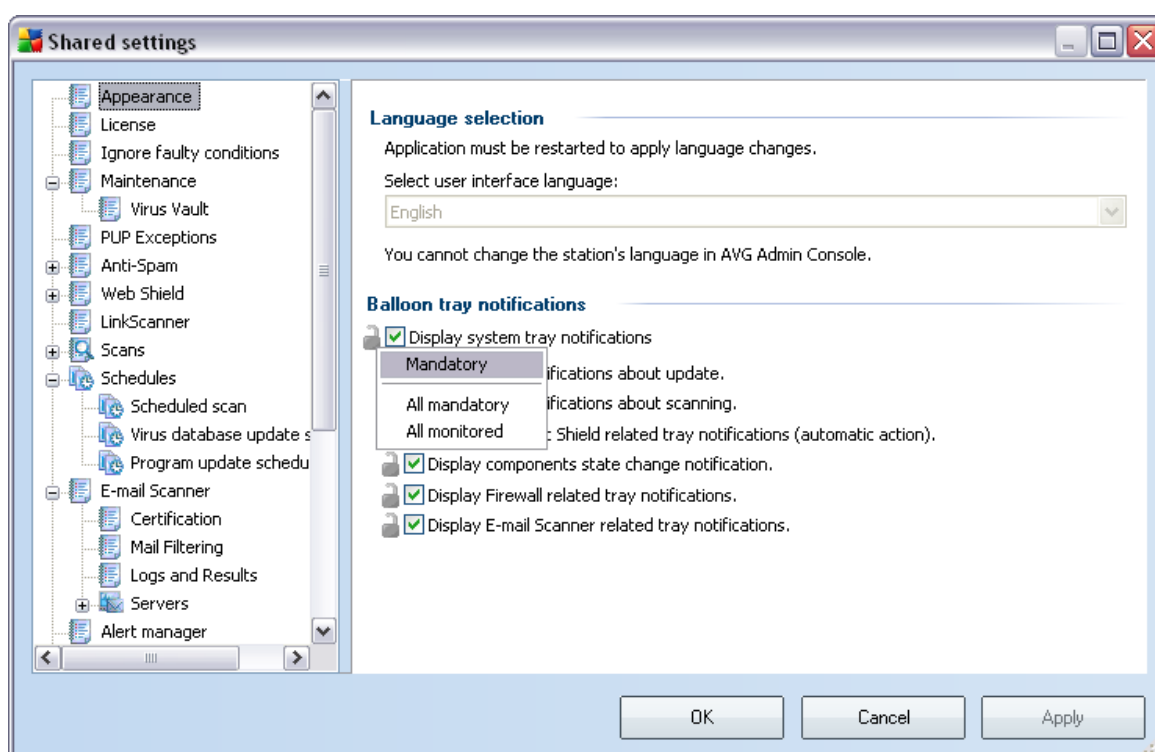
9.1.1. General control and priority levels

All setting values applicable for stations or groups can be defined as a mandatory value or as an optional value (default setting). A value can be changed from mandatory to optional from its context menu (right mouse button).

The individual levels of priorities are set as follows (sorted from the highest to

lowest priority):

- ***Shared settings for stations***

  Shared settings defined as mandatory in the ***Shared settings for stations*** (available through upper top menu ***Tools***) always have higher priority than the others. Which means, that items set as mandatory in the mentioned settings list cannot be changed at any lower levels.

- ***Shared settings in group***

  Shared settings defined as mandatory in the station groups (item ***Shared settings in group*** available from the specific group workspace via right-clicking the context menu in the ***Stations*** branch) have higher priority, than the particular station settings, but lower than the ***Shared settings for stations***.

- ***Individual station settings***

  Particular settings for stations are considered to have the lowest priority, which means, that all items set as mandatory in higher levels mentioned above cannot be changed there.

  Individual settings for stations can be accessed from the ***Stations*** item and then double-clicking the requested station name.

By default, mandatory items are displayed as bold and can be easily changed by right-clicking on the certain item's lock icon and choosing from the context menu ***Mandatory*** item value.

The context menu contains also the following options:

- ***All mandatory*** - sets mandatory flag to all items in the current dialogue.

- ***All monitored*** - resets the mandatory flag for all items in the current dialogue.

By marking an item as mandatory, the user on the local station will not be able to customize such setting.

The individual levels are distinguished by icons next to each item. Generally, an item set as mandatory is marked by the black "locked" lock icon. The icon with red lock means, that the setting is already set as mandatory in Shared settings for stations (highest level) and the icon with blue lock indicates, that the setting is

marked as mandatory in Shared settings in group.

9.1.2. Alert Manager settings

The Alert Manager settings are available only from AVG Admin Console (i.e. not visible on AVG station). Here you can select, which events you wish to be sent to the AVG DataCenter and displayed in the AVG Admin Console (section Events). Choose the required events by checking checkboxes next to each item.
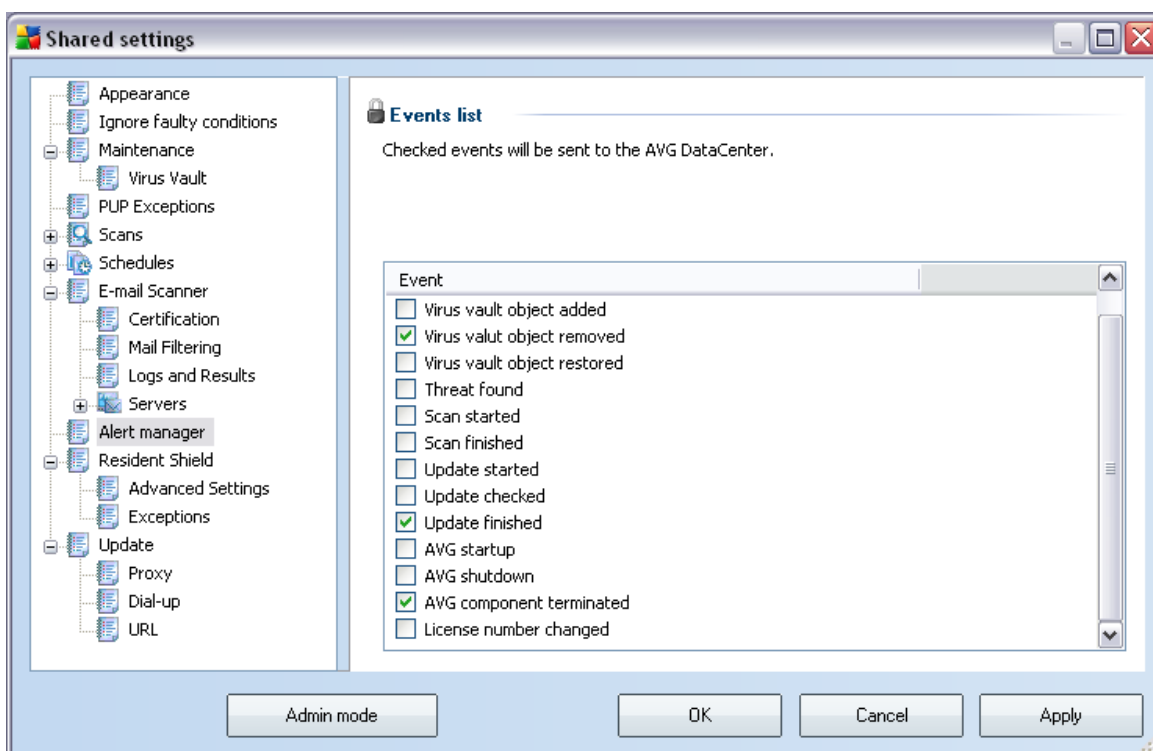
The possible events are as follows:

- Scan log modified

- Virus vault object added

- Virus vault object removed

- Virus vault object restored

- Threat found

- Scan started

- Scan finished

- Update started

- Update checked

- Update finished

- AVG Startup

- AVG shutdown

- AVG component terminated

- License number changed

9.1.3. Remote Administration

The **Remote Administration** settings available from AVG Admin Console contain some additional settings (in comparison to station settings).
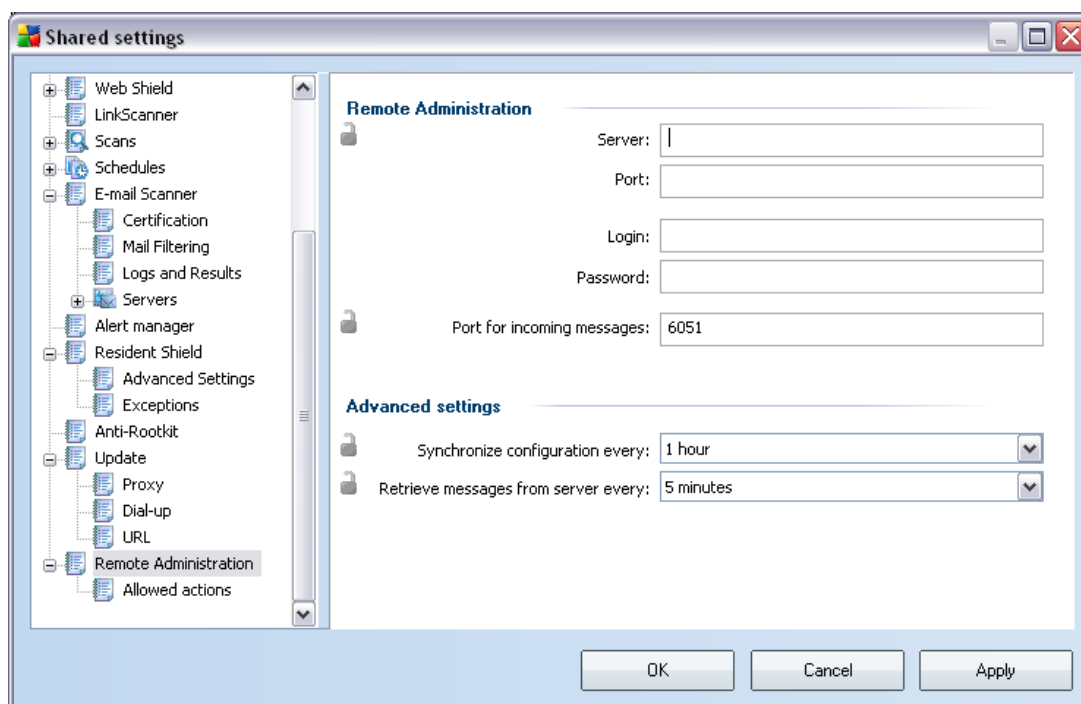
The settings include:

- **Synchronize configuration every** - choose the automatic synchronization interval.

- **Retrieve messages from server every** - choose how often you wish the requests invoked from AVG Admin Console to be retrieved from the server.

9.1.4. Allowed Actions

Allowed actions are items, that can be enabled or disabled for usage on a station from the AVG Admin Console. The configuration can be set either in the **Shared Settings for groups/stations** or individual station settings.

The feature is accessible from the **Remote Administration** item in the main tree as **Allowed actions**.
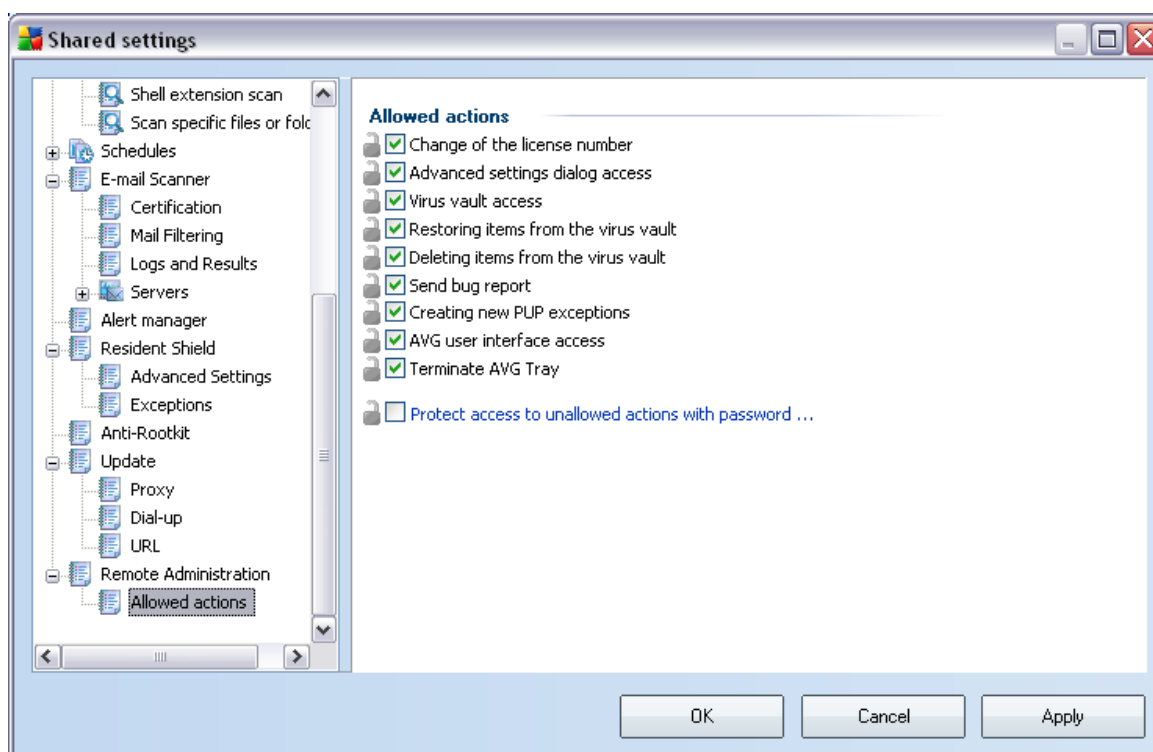
By unchecking the following checkbox(es), you can forbid use of the feature for user on the station.

- **Change of the license number** - if unchecked, it will disallow users on the station to change the license number.

- **Advanced settings dialog access** - if unchecked, it will disallow users on the station to open and edit advanced settings.

- **Virus vault access** -if unchecked, it will disallow users on the station to access the virus vault.

- **Restoring items from the virus vault** - if unchecked, it will disallow users on the station to restore files from the virus vault.

- **Deleting items from the virus vault** - if unchecked, it will disallow users on the station to delete files from the virus vault.

- **Send bug report** - if unchecked, it will disallow users on the station to send a bug report.

- **Creating new PUP exceptions** - if unchecked, it will disallow users on the station to create a new exception for potentially unwanted programs.

- **AVG user interface access** - if unchecked, it will disallow users on the station to access AVG user interface.

- **Terminate AVG Tray** - if unchecked, it will disallow users on the station to switch off the AVG Tray.

If you want to enable users to use unallowed actions after entering password, click on the **Protect access to unallowed actions with password...** and in the new dialogue fill in a new password (twice for verification).

The password will be required every time the user tries to access the disallowed action.

Also you can decide, whether you want the local user to stop a running scheduled scan. This can be done via Shared settings for stations/groups or in the individual station settings. To do so, navigate to **Schedules/Scheduled scan** item and in the right part of the dialogue tick the **User can stop a running task** checkbox.

Note: The changes will take effect once the stations get synchronized. For more information about the synchronization process visit the _Synchronization process_ chapter.

9.1.5. License

The *License* settings are available only from AVG Admin Console.
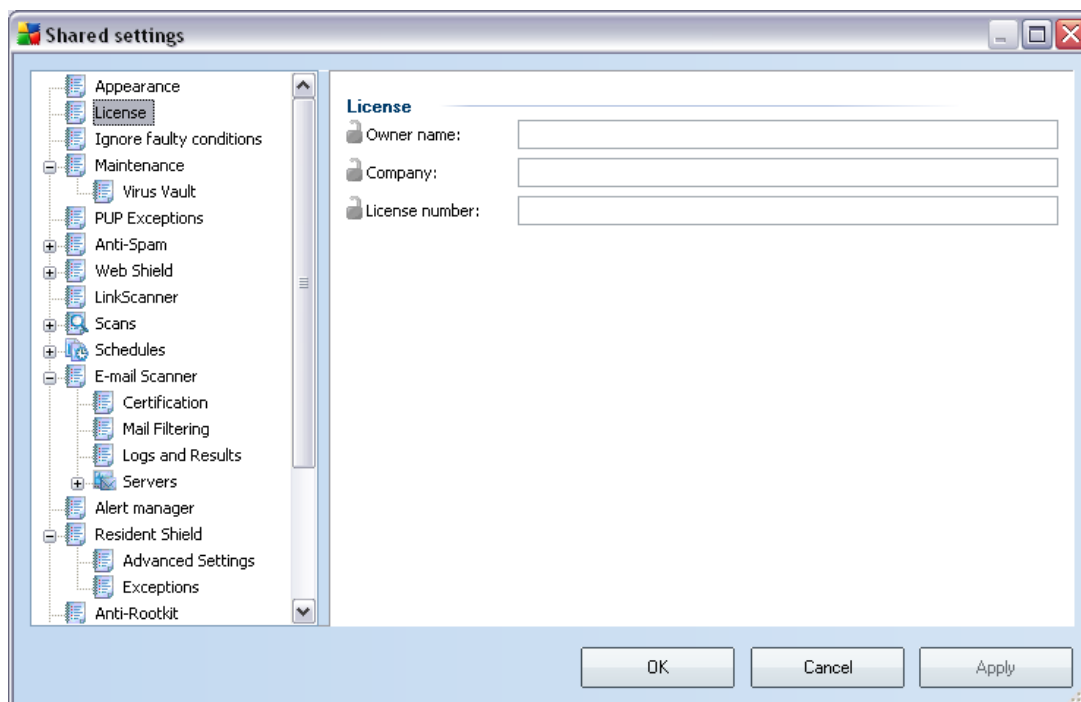
You can set the following options:

- **Owner name** - enter a required name of the owner.

- **Company** - enter a required company name.

- **License number** - enter a required license number.

9.2. Shared Firewall Settings

This dialogue allows you to define shared settings for stations. The options are exactly the same as on the station, therefore if you require more detailed information on individual item configuration, we recommend consulting the AVG Internet Security User Guide available to download from www.avg.com.
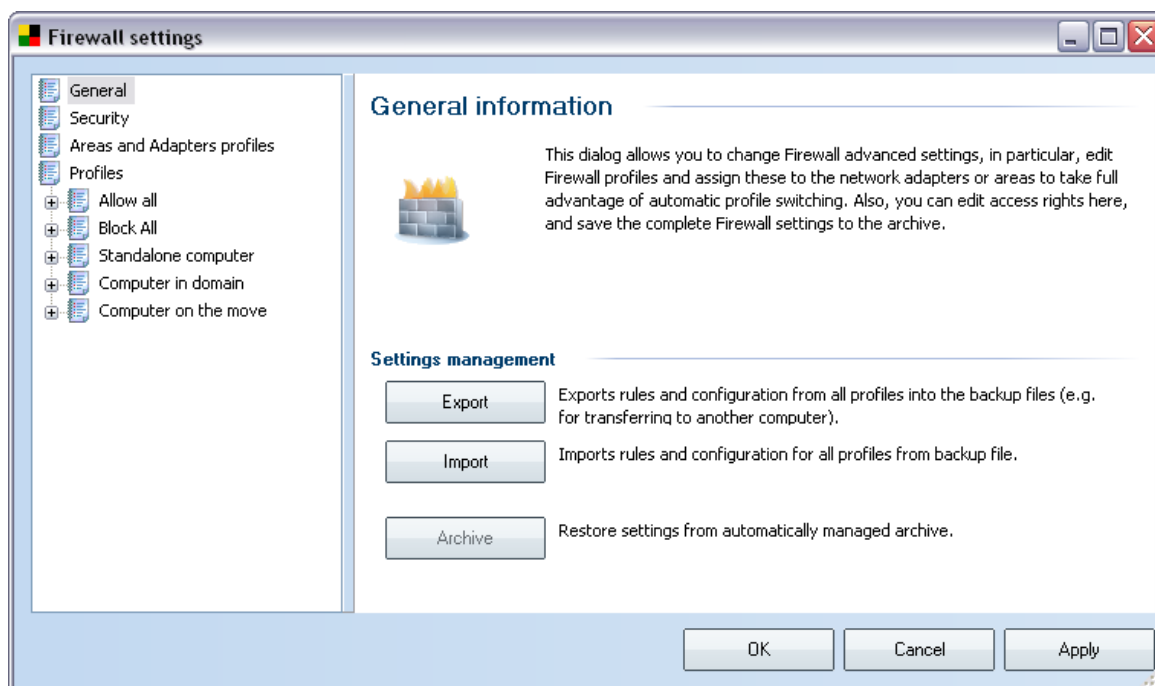
General note about Firewall synchronization background:

It is not possible to assign profiles to interfaces, because this feature is dependent upon the hardware fitted to the individual station, and the AVG Admin Console cannot evaluate the station's hardware. Assigning applications to only a specific interface is possible. However, if hardware changes are made, such settings will now point to non-existent connections, and the new connections will thus be given the default connection settings rule as defined by AVG.

Assigning profiles to areas is not possible either. Physical interfaces will be visible on the client, but rules will be set for the configuration as a whole.

If the configuration is copied from one station to another, all interfaces and areas are adjusted according to the current ones during the next synchronization.

9.3. AVG Admin Server Settings

The **AVG Admin Server Monitor** is a part of the **AVG Admin Server** installation. The AVG Admin Server Monitor displays an icon on the system tray, and the icon's color indicates the AVG Admin Server status. Double click on the icon to open the AVG Admin Server Monitor dialog with basic information on the server activities.

If there is no icon available, you can start the AVG Admin Server Monitor either from the Windows start menu *All programs/AVG 8.0 Remote Administration* by selecting *AVG Admin Server Monitor* or from the **AVG Admin Console** by selecting from the upper menu *Tools/AVG Admin Server settings*.
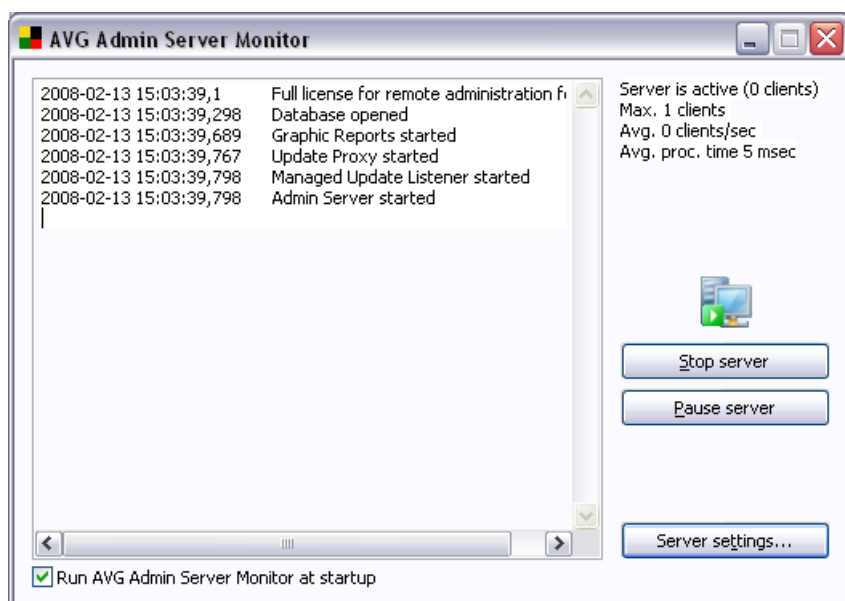
The AVG Admin Server Monitor dialog contains the following control buttons:

- *Stop server* – allows you to stop the AVG Admin Server.

- *Pause server* – allows you to pause the AVG Admin Server, and continue its running.

- *Server settings* – allows you to set up the AVG Admin Server configuration.

If you prefer not to automatically launch the **AVG Admin Server Monitor** at Windows system startup, you can uncheck the checkbox *Run AVG Admin Server Monitor at startup* (not recommended).

9.3.1. General tab

This tab offers the following options:
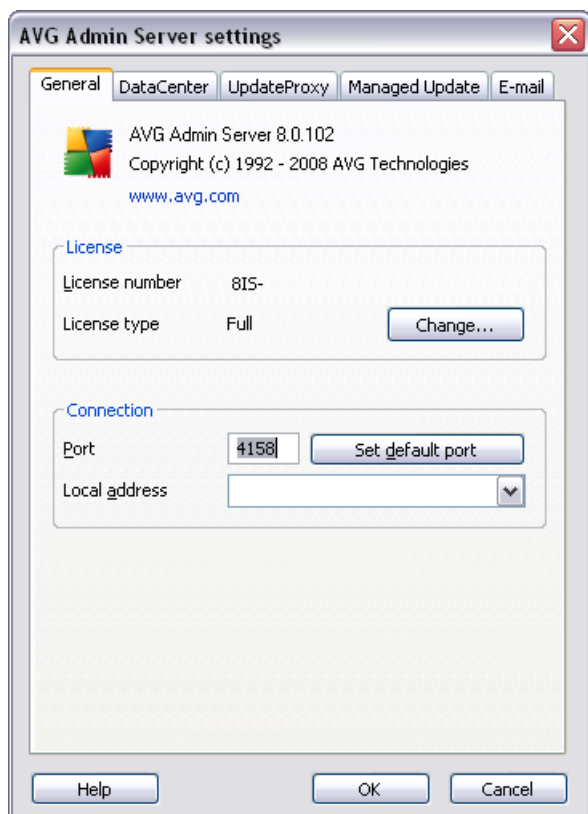
- **_License_** section

  Click the **_Change_** button to insert a new license number and/or your personal/ company details.

  This license number must correspond to the network license, i.e. the remote administration support must be active.

- **_Connection_** section

  Here you can change the port number and local address.

  o **_Port_** - the default port value is 4158. You can reset the default value any time by pressing the **_Set default port_** button.

o **Local address** - specify the local address for incoming connections. The default value is empty, meaning any local address. If the specified name resolves to more than one address, then the first available one is used (the server tries all of them).

9.3.2. DataCenter tab

This tab offers the following options:
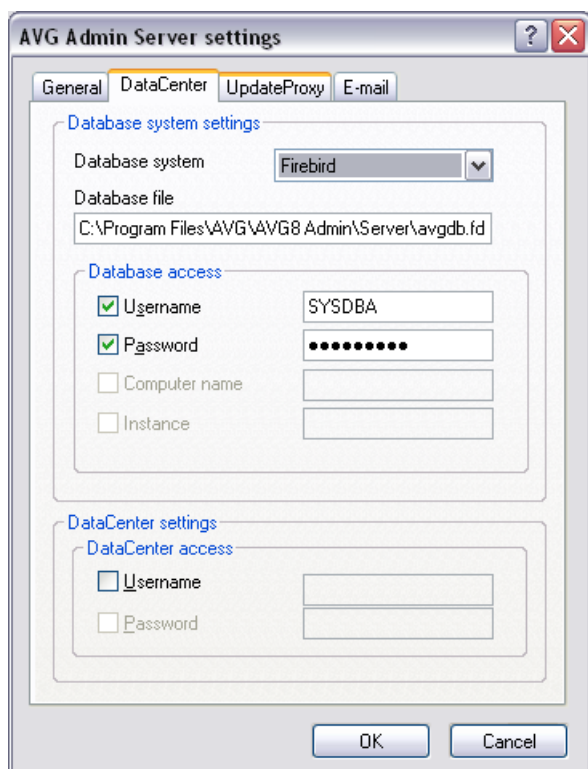
Database system settings section contains database options. To change the **database system**, choose a different one from the drop down list.

- **Firebird**

  This database engine is appropriate for smaller networks with up to 150 stations. The database is a standard part of AVG Internet Security Network Edition installation.

  To change location of the database file, you can change the path in the **Database file** field.

- ### *MS SQL Server Express*

  A reduced version of the **Microsoft SQL Server**, it can serve up to 1000 stations. The product is not a standard part of AVG Internet Security Network Edition. Its usage is not limited by any commercial license.

  To change the database name insert a custom value into the **Database name** field.

- ### *MS SQL Server 2000/2005*

  This engine can serve over 1000 stations in large networks. It is not a standard part of AVG Internet Security Network Edition and its usage is bound to the Microsoft SQL Server license.

  To change the database name insert a custom value into the **Database name** field.

- ### *Oracle*

  This engine can serve over 1000 stations in large networks. It is not a standard part of AVG Internet Security Network Edition and its usage is bound to a commercial license.

The **Database access** section allows you to change the following parameters (not available for all database engines):

- *Username* - a database username chosen for the database creation during the AVG Admin Deployment Wizard.

- *Password* - a database password chosen for the database creation during the AVG Admin Deployment Wizard.

- *Computer name* - type in the computer name with the database.

- *Instance name* – refers to a particular SQL Server 2000/2005 installation, if there are more than one instance installed on the station.

In the **DataCenter access** section you should fill in a chosen username and password for access to the AVG DataCenter. The values are optional, but we recommend setting them up to increase security.

Note: This username and password apply for connecting stations to the AVG DataCenter. In other words, these values must be correctly filled when connecting

stations to the AVG DataCenter (either via the AVG Network Installer Wizard or manually).

*The username and password for connecting via the AVG Admin Console to the AVG DataCenter is different and can be set in the AVG DataCenter Settings dialogue (accessible via the upper menu **DataCenter/AVG DataCenter settings** in the AVG Admin Console).*

9.3.3. UpdateProxy tab

This tab offers the following options:
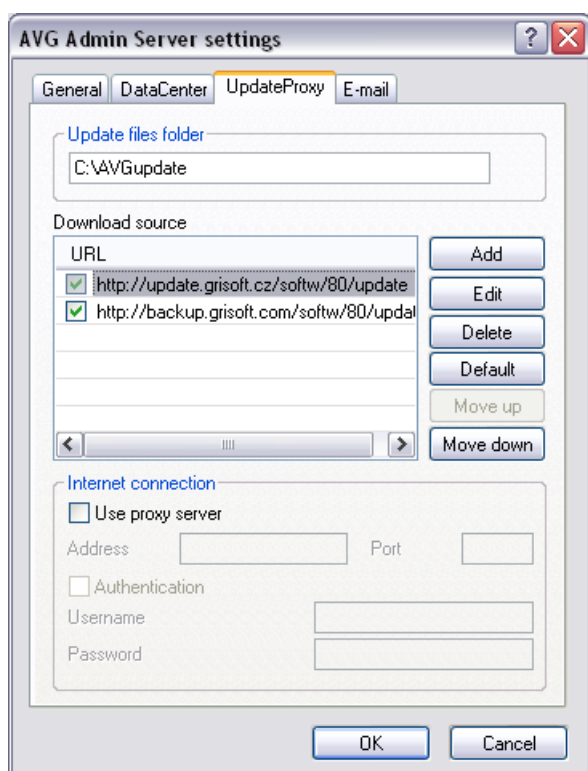
- **Update files folder** - fill in a complete pathname (e.g. c:\AVGUpdate) to the directory, where the downloaded update files will be stored.

- **Download source**

   Contains list of available update servers sorted according to priority. The server on the top will be used first. Possible options are as follows:

Add - will open a dialogue for adding a new update server.

Edit - will allow you to edit the selected entry.

Delete - will delete the selected entry.

Default - will restore the original update server settings.

Move up - allows you to increase the priority of a server.

Move down - allows you to decrease the priority of server.

You can also check or uncheck certain entries. The AVG Admin Server will consider only checked entries.
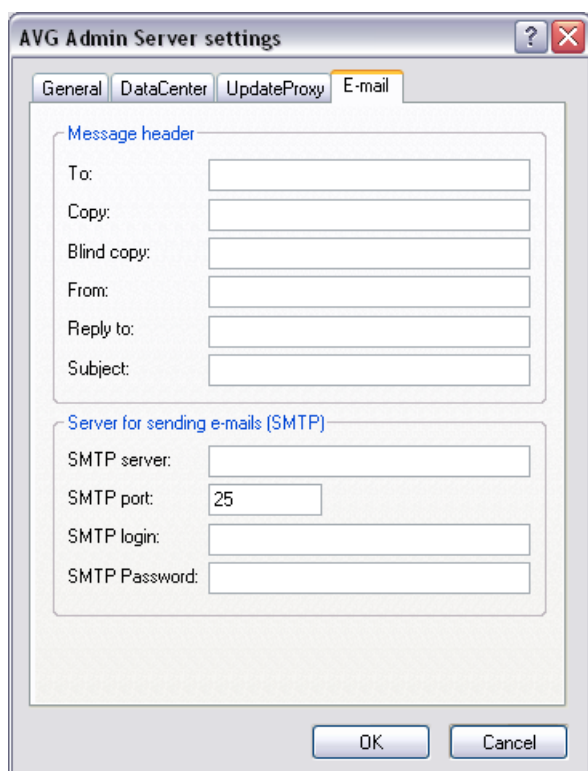
- **Internet connection**

   If you require a proxy server in your network, you can fill in the details here. Check the **Use proxy server** checkbox and enter your proxy server **Address** and **Port** number.

   If the server requires login for successful connection, check the **Authentication** checkbox and fill in the username and password.

9.3.4. E-mail tab

This tab offers the following options:

To be able to send **_Graphic reports_** by e-mail, you need to configure this tab first.

Note: *The crucial fields to be filled are located in the **Server for sending e-mails (SMTP)** section (see below). You will be allowed to select other fields (To/Subject/ Body) also during the Report Schedule Definition Wizard, but all values you will enter here will be considered as default.*

The **Message header** section contains these fields:

- **To** - specify one or more e-mail addresses that the report(s) will be sent to. Separate individual items by a comma. This field can also be filled during Report Schedule definition.

- **Copy** - An optional value. Specify one or more e-mail addresses that the report (s) will be sent to. Separate individual items by a comma.

- **Blind copy** - An optional value. Specify one or more e-mail addresses that the report(s) will be sent to as a blind copy (no other recipients will see these addresses). Separate individual items by a comma.

- **From** - An optional value. Specify the sender's e-mail address and/or sender's name and e-mail address in angle brackets <user@address.com>

- **Reply to** - An optional value. Specify a reply e-mail address.

- **Subject** - enter some text to recognize the reports.

The **Server for sending e-mails (SMTP)** section contains these customizable fields:

- **SMTP server** - insert your SMTP server address (can be an IP address or a domain name).

- **SMPT port** - specify the SMTP server port number. Default value is 25.

If your SMTP server requires authentication for sending e-mails, enter the login details below:

- **SMTP Login** - specify username.

- **SMTP Password** - specify password.

Confirm all changes of the server configuration by the **OK** button. However, the changes are applied after the server launches again with the new configuration. If the **AVG Admin Server** is running, a dialogue will prompt you to restart the server (note that the server will be inaccessible for some time during the restart).

9.4. Connection String

Stations are connected to the AVG DataCenter via a so called **connection string**. This string consists of your **AVG Admin Server** address and a port number. For example:

localhost:4158

To connect a station to the AVG DataCenter (and manage it via the AVG Admin Console), the **Remote Control Communication Library** component has to be installed on your station(s). During installation of this component, you will be asked for the connection string to the AVG DataCenter. Once the station is connected to the AVG DataCenter, you will be able to manage the station from the **AVG Admin**

Console. The connection string can be changed later on in the AVG User Interface (menu Tools/Advanced Settings) on the station.

To connect to an AVG DataCenter from the AVG Admin Console, follow these steps:

1. In the **AVG Admin Console** click on the upper menu DataCenter and select the *Connect to AVG DataCenter* item.

2. Enter a new server address and port number, alternatively also a username and password, if required.

3. Confirm your choice by clicking the *OK* button.

9.5. Proxy Server

This chapter describes internet proxy server related issues.

Generally, the proxy server term refers to a server, typically on a private network that allows access to external network resources.

Within the AVG Internet Security Network Edition, you have basically two options for proxy server usage:

1. Use your own proxy server to connect to the AVG update servers. In this case, you need to define the proxy server settings for all your stations. To do so, follow these steps:

    *   In the **AVG Admin Console** select the *Shared settings for stations* item from the upper menu *Tools*.

    *   Navigate to *Update* and select the *Proxy* item.

    *   In the right part of the dialogue select *Use proxy* and define *Manual* or *Auto* configuration, depending on your network settings.

    *   Click *OK* to confirm the changes.

    *   Wait until all stations have been synchronized. (Default synchronization period is 60 minutes.)

Alternatively, you can force immediate synchronization of all stations: Right-click on the *Stations* node and from the context menu select *Synchronize settings*.

2. Deploy the *UpdateProxy* role of the **AVG Admin Server** to work as a

mediator (i.e. a proxy server) between the official AVG update servers and your stations. It downloads all necessary update files requested by AVG stations connected to your DataCenter. By using this, you will preserve bandwidth. You can also optionally deploy more than one UpdateProxy server and split the load among two or more servers (depending on your network size).

To deploy the UpdateProxy role to your AVG Admin Server, simply select from the *Windows Start menu/All programs/AVG 8.0 Remote Administration/AVG Admin Server Deployment Wizard* item and in the second step of the wizard tick the checkbox *UpdateProxy role* and complete the rest of the steps.

Additionally, if you need to set your internet proxy server to allow the AVG Admin Server to download update files from AVG update servers, follow these steps:

- Open *AVG Admin Server settings* from the *Tools* menu in the AVG Admin Console.

- Navigate to the *UpdateProxy* tab and in the *Internet Connection* section check the *Use proxy server* option. Fill in your proxy server details and press *OK* to confirm your choice.

9.6. AVG Admin Console

9.6.1. Context Menu

If you right-click on the *Stations* item in the left tree a new context menu will appear with the following options:

- *New group* - allows you to create a new group (more information on groups can be found in the Station groups chapter).

- *Synchronize settings* - will ask for for immediate synchronization of settings with stations.

- *Ask to perform update* - will ask all stations to start the update process.

- *Ask for scan results* - will ask all stations for scan results.

If you right-click on the *New Stations* item in the left tree or any existing group a new context menu will appear with the following options:

- **New group** - allows you to create a new group (more information on groups can be found in the [Station groups](#) chapter).

- **Edit group** - allows you to change the group name and description (does not apply for the **New stations** group).

- **Delete group** - allows you to delete the selected group (does not apply for the **New stations** group).

- **Shared settings for group** - opens [shared settings](#) for group.

- **Shared firewall settings for group** - opens shared [Firewall settings](#) for group.

- **Synchronize settings** - will ask for immediate synchronization of settings with stations.

- **Ask to perform update** - will ask all stations to start the update process.

- **Ask for scan results** - will ask all stations for scan results.

Other right-click context menu controls are available when used in the current view section (right-clicking on a station):

- **Add to group** - will add the selected station to a group.

- **Remove from group** - will remove the selected station from a group.

- **Delete station** - will delete the station from the AVG DataCenter.

- **Settings** - will open the Station settings dialogue.

- **Firewall settings** - will open the Firewall settings for station dialogue.

- **Synchronize settings** - will ask for immediate synchronization of stations' settings with the AVG DataCenter .

- All tasks item contains these subitems:

  o **Ask to perform update** - will ask all stations to start the update process.

  o **Ask for scan results** - will ask all stations for scan results.

- o **Launch Scan whole computer** - will launch a whole computer scan on the station.

- o **Launch Anti-Rootkit scan** - will launch an anti-rootkit scan on the stations.

- o **Refresh components state** - will refresh the state of all components.

- o **Show Virus vault** - will show the station's virus vault .

- o **Show Firewall log** - will show the Firewall communication log from the station.

9.6.2. Station Groups

The administrator can define station groups as the need arises. All objects included in the group then take the configuration set up for this group.

This way the administrator can define the group configuration, and change the configuration previously set for a specific station by simply assigning the station into a group. Station assignments into groups makes administration much easier, and should be used if the number of stations exceeds the number of records for one screen (i.e. approximately 20-25 objects).

The procedure of creation and administration of station groups is the same in both cases. The following text describes the respective procedure for stations:

- **Create a new group**

  To create a new group, follow these steps:

  - o In the navigation tree right-click on the the **Stations** group.

  - o From the context menu select the **New group** item, and specify its name

  - o Press the Enter button to confirm the creation of the group

  Immediately after creating the group, a new shared settings object is created in the AVG DataCenter that can be further edited. All members of the new group then automatically share this object's configuration.

- **Delete a Group**

  The Delete group procedure is analogical to the group creating:

o   Click the right mouse button over the name of the group that you want to delete

o   From the newly-opened context menu select the **Delete group** item

Using the same context menu you can also rename groups (through the **Edit group** item).

Stations can be assigned into a station group using the context menu **Add to group** item. You can highlight and assign more stations at once:

The **New stations** group is a specific system group that cannot be deleted. Stations newly connected to the AVG DataCenter are automatically assigned to this group. All stations are visible in the top **Stations** group.

10. How to...

This chapter describes how to do selected tasks in AVG Internet Security Network Edition. Currently covered topics:

- [How to connect stations to AVG DataCenter](#)

- [How to migrate stations from/to different Datacenter](#)

- [How to synchronize stations](#)

- [How to solve update related issues](#)

- [How to install AVG remotely on Windows XP Home](#)

- [How to change user interface language](#)

Note: If you experience any problems with the remote administration/installation/ connection even after reviewing the chapters below, please try to find the correct answer in the FAQ (Frequently Asked Questions) located at www.avg.com.

10.1. How to Connect Stations to AVG Datacenter

You have basically two options for connecting stations to your AVG DataCenter:

- ***AVG Network Installer Wizard***

- ***Manual connection***

10.1.1. Connecting Stations Manually

Directly, you can install AVG manually on every single station/server in the network, and then connect them (manually) to the AVG Internet Security Network Edition. This option can be used for all Windows platforms.

To be able to successfully manage your AVG stations remotely, you must include the **Remote Control Communication Library** component during the **AVG** installation process. Once this component is correctly installed, you must manually specify the correct AVG DataCenter Connection String.

For more information about the Connection String see chapter ***Connection String***.

For a detailed description of **AVG** installation please refer to the AVG 8.0 Internet

Security (or your appropriate edition) User Manual; available for download in the *downloads* section of AVG website (www.avg.com).
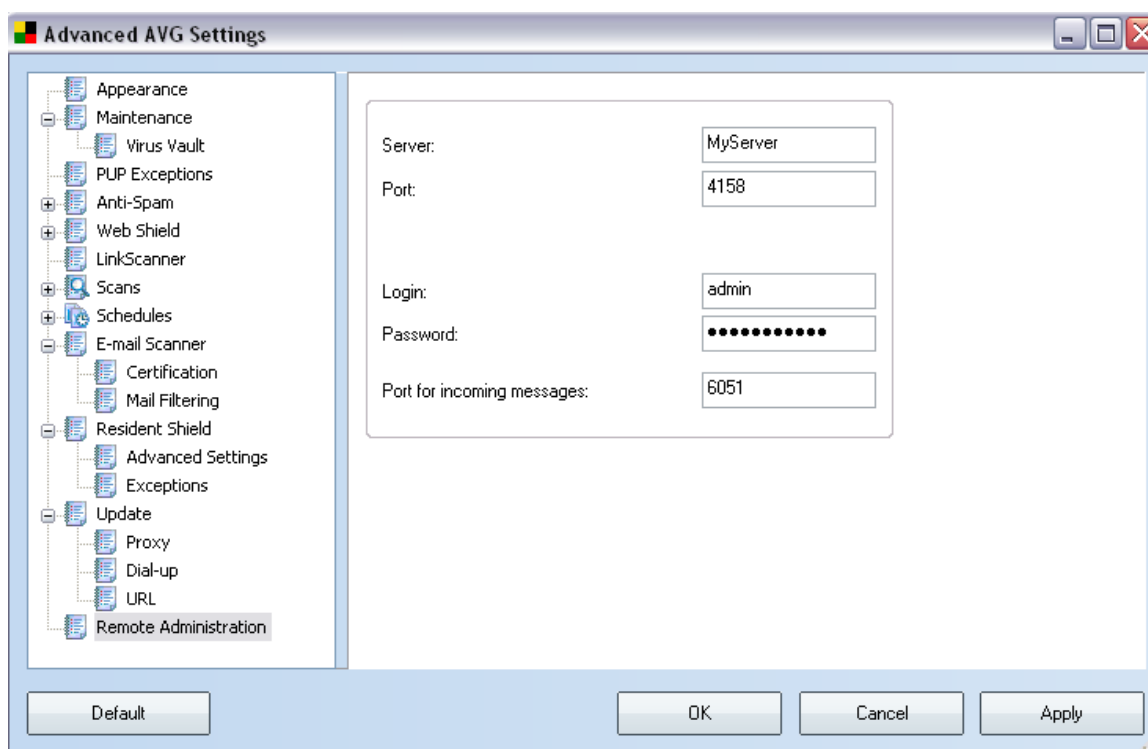
Note: *You can also insert the AVG DataCenter connection string directly during AVG installation on the station.*

To insert the string on the station, open the AVG User Interface and navigate to the Advanced settings (via upper menu *Tools/Advanced Settings*). Select *Remote Administration* group.

In the right part of the dialogue fill in the following entries:

- *Server* - enter your AVG DataCenter server name or IP address.

- *Port* - enter your AVG DataCenter server port (default is 4158).

If your AVG DataCenter requires username and password for connection, also fill in these details:

Login - enter username.

Password - enter password.

We recommend to keep ***Port for incoming messages*** with the default value.

10.2.How to Migrate Stations from/to Different DataCenter

This chapter describes migration of stations from a different AVG DataCenter. The following two topics are covered:

- [Migrating Stations from AVG DataCenter 7.5 to 8.0](#)

- [Migrating Stations to another AVG DataCenter](#)

10.2.1.Migrating Stations from AVG DataCenter 7.5 to 8.0

After you have installed **AVG Internet Security Network Edition** and deployed the server roles, you have two options for transferring stations currently managed in **AVGADMIN 7.5** to **AVG Internet Security Network Edition**:

Install AVG 8.0 on stations and connect them to AVG DataCenter 8.0

From the Windows ***Start menu/All programs/AVG 8.0 Remote Administration*** select the ***AVG Network Installer Wizard*** item. Follow the wizard and install AVG 8.0 to all stations required.

AVG 7.5 to AVG 8.upgrade (including removal from the old AVG DataCenter 7.5).

By following this procedure you can upgrade selected stations from AVG 7.5 to AVG 8.0, connect them to the **AVG DataCenter 8.0** and remove them from the **AVG DataCenter 7.5**.

In **AVGADMIN 7.5** locate the list of stations you would like to migrate across to the new DataCenter 8.0:

1. Open **AVGADMIN 7.5 (Build 7.5.516 or newer)** and select Stations view. Choose the group, where the stations you want to migrate are located (e.g. ***All***).

2. In the right view, select the stations you want to migrate across and right click on the selection. From the context menu choose the ***Export station list*** item.

3. A new dialogue will appear asking you for a file name and its location. Type in some name, choose a location and press the ***Save*** button to create it.

Once done, launch the **AVG Network Installer Wizard** from the **Windows Start menu/All programs/AVG 8.0 Remote Administration**.

1. In the second wizard step select **Remote Network Installation** and check the **Advanced mode** checkbox.

2. Continue through the other steps and fill in the necessary information.

3. In the **Network Scanning** step choose the **Import stations from file** item from the drop down list and click the **Next** button.

4. A new dialogue will appear asking you for the previously saved text file. Locate it and load it by pressing the **Open** button.

5. Choose the stations on which you wish to install the new AVG and click the **Install** button.

6. The installation process may take a while, so please be patient. You may need to right-click in the progress screen and from the context menu choose the **Refresh** option, which will update the list.

7. Once you have finished installing the requested stations, click the **Next** button.

8. In the final screen, check the **Try to remove successfully installed stations from old AVG DataCenter (version 7.5)** checkbox and click the **Finish** button.

The Wizard will then try to connect to your **AVG DataCenter 7.5** (if not installed locally, you will experience a dialogue asking for the proper connection string) and remove the successfully installed stations from the database.

Note: *More detailed information on the AVG Network Installer Wizard can be found in the [AVG Network Installer Wizard Advanced Mode](#) chapter.*

10.2.2. Migrating Stations to another AVG DataCenter

In order to move your stations to a different **AVG Datacenter** you need to firstly deploy the **AVG Admin Server** to a different computer (if you have not done so already).

Once you have your new AVG Datacenter ready, you need to provide a new connection string for all stations you wish to connect to it.

To reflect the new settings of your stations, follow these steps:

1. In the **AVG Admin Console** select *Tools* from the upper main menu and choose the *Shared settings for stations* item.

2. Select the *Remote Administration*.

3. Fill in the new server address and port number. Close the dialog by clicking the *OK* button.

4. Wait until all stations get synchronized. (Default synchronization period is 60 minutes.)

Alternatively, you can force immediate synchronization of all stations: In the navigation tree right-click on the *Stations* node and select *Synchronize settings* from the context menu.

To verify successful migration of the stations, connect to your **new** AVG DataCenter:

1. In the **AVG Admin Console** click on the upper menu *DataCenter* and select the *Connect To AVG DataCenter* item.

2. Enter the new server address and port number, alternatively also a username and password, if required.

3. Confirm your choice by clicking the *OK* button.

You can also export the whole existing content of your AVG DataCenter and then import it to the newly created one. To do so, follow these steps:

Note: This procedure applies to version 8.0!

1. To export the existing AVG DataCenter content navigate to the *DataCenter/ Database export* upper menu item.

2. The export will begin. Once it will finish, you will see the results in the Status window together with exported file location (usually *Documents and settings \All users\Application Data\AVG8\Admin Server data\Database* backup in which you will find the backup folder in the format YEAR-MM-DD TIME).

    Please note, that the export will be stored on the computer, where the AVG Admin Server runs (which does not have to be the same computer, where you use AVG Admin Console)! Therefore before proceeding with its import, you will probably need to copy the exported folder from the

server to a different location for further use.

3. To import the data back to a new AVG DataCenter, start **AVG Admin Server Deployment Wizard** on the server, where you wish to import the data back. Go through the wizard and in the *Database update/creation* step select **Create new empty DataCenter database**.

4. Continue to the *Data import* step, check the **Import data into the database from folder** checkbox and fill-in the path to the recently exported/saved backup folder.

5. Confirm your choice and finish the wizard. Upon its completion, the original data will be available in the new AVG DataCenter.

10.3.How to Synchronize Stations

The synchronization process is described in the **AVG Admin Console/ Synchronization process** chapter.

10.4.How to solve Update related issues

If your stations are not up-to-date, you may need to verify, that they are correctly connected to your DataCenter and if updates can be triggered remotely. We recommend following these steps:

First try to update the stations manually to see, if the stations are responding correctly. To do so, in the **AVG Admin Console** right-click on the **Stations** node or a particular station in a stations view and from the context menu select **All tasks/ Ask to perform update** item. Watch the status window in the AVG Admin Console and check for error messages.

To be completely sure, that the update was successful, synchronize the settings (right-click on the **Stations** node or a particular station in a stations view and from the context menu select **All tasks/ Refresh component states**) and then open the **Versions** tab in the **stations** view. Here you can see, if all databases have been updated.

If the update went correctly, but after some time the stations become out-of-date again, check the following settings:

1. From the upper menu **Tools** select the **Shared settings for stations** item.

2. Navigate to the **Schedules** and select **Update schedule**.

3. In the right part of the dialogue verify, that the **Enable this task** checkbox is ticked and also, that the schedule is predefined the way you require it. Click **OK** to close the dialogue and confirm the changes.

4. Right-click on the **Stations** node or a particular station in a stations view and from the context menu select **Synchronize settings**.

If you received an error during the previous steps, or your stations still show non-compliant conditions as far as the updates are concerned, try to continue with these steps:

1. From the upper menu **Tools** select the **Shared settings for stations** item.

2. Navigate to the **Update** and select **URL**.

3. In the right part of the dialogue verify, that the correct update addresses are entered. I.e. if you're using the UpdateProxy role of the AVG Admin Server, your AVG Admin Server address should be visible. Otherwise, you should see the default AVG update servers (see below).

4. Correct the addresses, if needed, and click **OK** to confirm the changes.

5. Wait until all stations get synchronized. (Default synchronization period is 60 minutes.)

Alternatively, you can force immediate synchronization of all stations: Right-click on the **Stations** node and from the context menu select **Synchronize settings**.

If you are not getting updates to your AVG Admin Server UpdateProxy at all and your Internet connection is working correctly, try to check the AVG Admin Server status page first. To do so open your AVG Admin Server IP address or domain name with the correct port number (default is 4158) in your web browser. For example:

http://localhost:4158/

In the **UpdateProxy server role** section you will find the UpdateProxy status as well as download/upload statistics.

If this seems to be incorrect or you still think that there is an error, try to deploy the UpdateProxy role of the AVG Admin Server again. To do so, run the AVG Admin Server Deployment Wizard again - follow the steps described in the AVG Admin Deployment Wizard chapter.

In the **Configuration of update servers** step, check that the update server is set

correctly. Default update servers are as follows:

Primary update server address:

http://update.avg.com/softw/80/update

Backup update server address:

http://backup.avg.com/softw/80/update

Finish the Wizard by confirming all steps.

10.5.How to install AVG remotely on Windows XP Home

Remote installation on stations with Windows XP Home operating system requires manual installation and start of the AVG Agent service (if it is not already running on the station).

The AVG Agent application is available in every AVG Internet Security Network Edition installation. Assuming your installation drive is C:, the path to the application would be:

C:\Program Files\AVG\AVG8 Admin\Console

For the AVG Agent to function properly, you need to copy the following files to your station first:

avgagent.exe

avgagent_cz.lng

avgagent_fr.lng

avgagent_ge.lng

avgagent_it.lng

avgagent_pb.lng

avgagent_us.lng

Once done, navigate to the folder where you saved the AVG Agent on your station and run the following command:

avgagent.exe -install -start

Once the AVG Agent is installed, you will be able to proceed with remote installation of AVG.

More information on remote installation can be found in the [AVG Network Installer Wizard Basic Mode](#) chapter.

10.6.How to Change User Interface Language

During installation of AVG you have the option to choose the user interface language you prefer. If, for some reason you need to use the application also in a different language, you can change it by following this procedure:

When starting AVG components, it is possible to use this command line parameter to change the language of the user interface:

Parameter	Meaning
/LNG=*xxxx*	If the required language version is available, it will be used. Otherwise the application will choose the language according to the operating system language. The possible values are: **CSY** – Czech user interface **ENU** – English user interface **DEU** - German user interface **FRA** - French user interface **PTB** - Brazilian Portuguese user interface **ITA** - Italian user interface

Example usage:

From the Windows Start menu choose Run and enter your requested component with path and appropriate parameter. For example:

Note: We assume that you have installed AVG to the following destination:

C:\Program Files\AVG\AVG8 Admin

If not, change the paths below accordingly.

To start **AVG Admin Console** in German language:

"C:\Program Files\AVG\AVG8 Admin\Console\AVG8AdminConsole.exe" /lng=deu

To start **AVG Network Installation Wizard** in German language:

"C:\Program Files\AVG\AVG8 Admin\Console\AVG8NetworkInstaller.exe" /lng=deu

To start **AVG Admin Deployment Wizard** in German language:

"C:\Program Files\AVG\AVG8 Admin\Console\AVG8AdminServerWizard.exe" /
lng=deu

To start **AVG Admin Server Monitor** in German language:

"C:\Program Files\AVG\AVG8 Admin\Console\AVG8AdminServerMonitor.exe" /
lng=deu

10.7.Control_station_users_actions

This chapter shortly describes examples how an administrator can remotely control actions of AVG users on stations.

By default, all actions within AVG user interface are allowed to be changed/ interrupted by user on the local station.

There are three main ways how to manage users' access:

- *Allowed actions*

    It is possible to disallow access to different actions on a local station by managing allowed actions - for more information see chapter ***Configuration/ Shared Settings for Stations/Groups/Allowed Actions***.

- *Mandatory settings*

    The mandatory/monitored settings can be used for disabling/enabling various actions within the station settings. By marking an item as mandatory, the user

on the local station will not be able to customize it.

For more information see chapter **Configuration/Shared Settings for Stations/Groups/_General control and priority levels_**.

- **_Scheduled scan cancellation_**

  You can decide, whether you want to allow the local user to stop a running scheduled scan or not. This can be done via Shared settings for stations/ groups or in the individual station settings. To do so, navigate to **Schedules/ Scheduled** scan item and in the right part of the dialogue tick the **User can stop a running task** checkbox.

10.8.Requests handling and status messages

This chapter describes requests, their handling and processing within AVG DataCenter.

- **_Requests sent to a single station_**

  If a request is invoked from AVG Admin Console (e.g. request for settings synchronization, update performing, etc.) a message appears in the Status Window and at the same time, the request is stored within the AVG DataCenter.

  Then the station is notified about the request and if it is online, it will start processing it immediately. An information about the result is delivered back to the AVG DataCenter and instantly displayed in the Status window. Error messages appear in red color.

  In special cases two situations may happen:

  - The station is online but for some reason cannot accept the request (e.g. notification port is not working correctly for some reason), the server will try to periodically delivery the request (default interval is five minutes).

    Note: *This interval can be changed in Shared settings for stations/ groups, Remote Administration item, advanced settings section, **Retrieve messages from server every** drop down menu.*

  - The station is offline and will receive the request immediately after it gets online.

  In case of special request that requires more time, the status window will

display a message saying, that the station has started processing the request and as soon as it finishes also the result.

- ***Requests sent to groups/all stations***

  Some requests can be sent to a group or all stations (by right-clicking on a group name or on stations item and choosing and action from the context menu).

  Such request is stored in the AVG DataCenter and then distributed by AVG Admin Server to individual stations of the chosen group. Also the result is later displayed individually for each station.

- ***Duplicated requests***

  If a same request is sent multiple times to a station, it is not stored in AVG DataCenter and the station will only process the first one.

  This applies also to offline stations. In other words there is no need to send more than one request, since the duplicated requests are disregarded.

- ***Requests expiration***

  Requests, which are not processed in 15 days are deleted from the AVG DataCenter.

11. AVG DataCenter

The AVG DataCenter is a database that all AVG stations as well as the AVG Admin Console program communicate with. The AVG Admin Console accesses the AVG DataCenter to centrally define AVG settings and system parameters. AVG stations connect to the AVG DataCenter to read the set up parameters; and to save their currently defined setting and scan results.

The communication is possible only if the **Remote Control Communication Library** component is properly installed on all stations, and connected to the AVG DataCenter.

The AVG DataCenter contains an implemented SQL database, or it can be attached to a separate database server running either on the same or another computer within the local network.

Attention: *Particular database engines can serve only a limited number of connected computers. More information on this topic can be found in the DataCenter role chapter.*

11.1.Maintenance

After a considerable period of AVG Internet Security Network Edition use (i.e. AVG Admin Console use), some inconsistencies or duplication in the AVG DataCenter may appear. Such a situation puts increasing demands on the network load, and the maintenance options are aggravated. For easy AVG DataCenter maintenance we have prepared several scripts that will help you perform the frequently required maintenance operations. During maintenance (when a script is active) the AVG DataCenter is locked, and users cannot access it.

The maintenance scripts are available from the AVG Admin Console, menu **Tools/ Database Maintenance**.

11.2.Password protection

Access to the AVG DataCenter can be password protected, and the password is saved directly in the AVG DataCenter. If the AVG Admin Console finds out that the AVG DataCenter is password protected, it will require the password to be entered upon every connection.

If you want to activate the AVG DataCenter access password protection, navigate to

the AVG Admin Server settings, DataCenter tab and in the **DataCenter access** choose your preferred username and password.

More information can be found in the AVG Admin Server Settings chapter.

11.3.Converting the AVG DataCenter to a Different Database

The AVG Admin Server Deployment Wizard is able to automatically convert any existing AVG DataCenter to a different database format.

It is also possible to convert the AVG DataCenter from one AVG DataCenter to another using the Export/Import functions. From within the AVG Admin Console it is possible to export the AVG DataCenter to a portable text format (menu **DataCenter/Database Export**) and import the data during the AVG Admin Deployment Wizard.

More information about the wizard can be found in the AVG Admin Deployment Wizard chapter.

12. AVG Managed Update

Please Note: the *AVG Managed Update service and all its settings are available only if you use a proper license!*

The **AVG Managed Update** is a service for our clients that enables forced AVG updates invoked by the AVG Technologies corporation. Using the service, a registered **AVG Admin Server** can be told by an external incentive (a special TCP/UDP packet sent by a program residing at the AVG Technologies server) that a new update is available. The update files are downloaded then and an update notification is distributed to the defined AVG stations instantly (see the description of the Client info tab for details).

Thus you can obtain and distribute the update immediately after its release. This is another security enhancement, which helps to keep your system even more up-to-date than regular scheduled update checking. But note that the scheduled update does not lose its sense – on the other hand, we recommend you do not neglect the proper setup of scheduled updates, for they can serve as a reserve when the AVG Managed Update feature is not functional for any reason.

Note: *Only a server with a public IP address can receive update notification packets. And for a server in a firewall-protected network, the respective port (4157 by default) must be allowed for incoming connections.*

The **AVG Managed Update** feature is controlled using a tab in the AVG Admin Server Monitor. The application is accessible from the ***AVG 8.0 Remote Administration*** folder of the ***All Programs*** folder in the ***Windows Start*** menu.

Press the ***Server settings*** button in the **AVG Admin Server Monitor** interface:
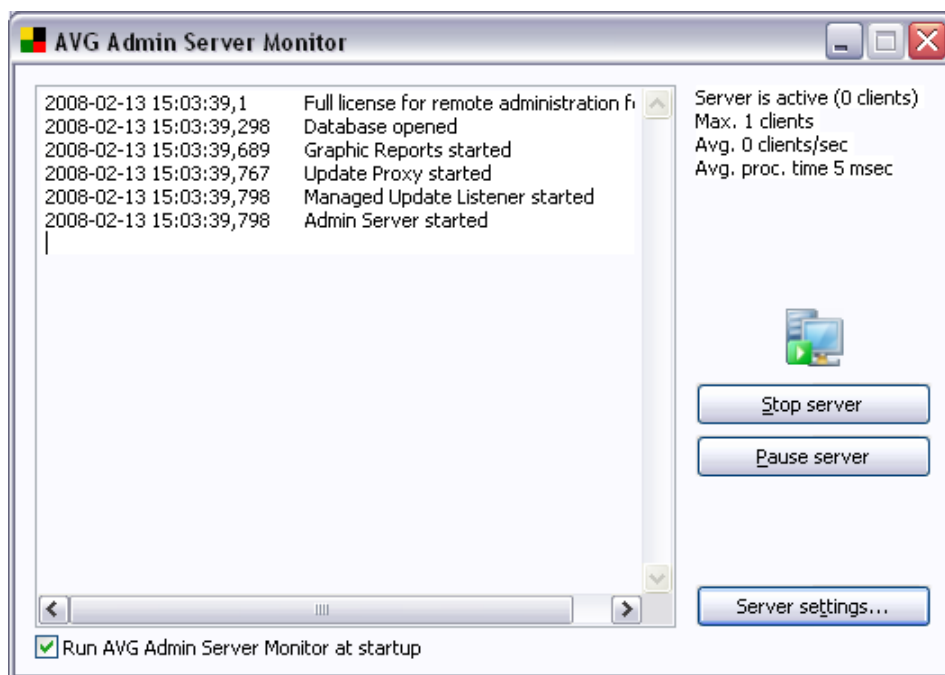
Note: For complete description of the AVG Admin Server Monitor interface and functionality please refer to the **Configuration/AVG Admin Server Settings** section of this document.

Click on the **Managed Update** tab to open the AVG Managed Update configuration:

Here you can manage reception parameters of your AVG Admin Server with respect to the AVG Managed Update feature. The following fields are present within the tab:

- ***Server ID***

  Identification of your server, obligatory parameter. It must be the same as your AVG Managed Update service ID registered by AVG Technologies corporation.

- ***Port (TCP)***

  The field defines the TCP port where the AVG Admin Server listens for the incoming commands.

- ***Local address (TCP)***

  The address where the AVG Admin Server listens for the TCP encoded incoming commands.

- ***Port (UDP)***

  The field defines the UDP port where the AVG Admin Server listens for the incoming commands.

- ***Local address (UDP)***

  The address where the AVG Admin Server listens for the UDP encoded incoming commands.

- ***Port for client communication***

  Enter the number of the port for AVG Managed Update-related communication between the AVG Admin Server and AVG stations.

  Note: *The port must be the same as the AVG Internet Security Network Edition port number set on the stations.*

In the ***Number of stations to notify (per minute)*** section choose, how many stations should be notified per minute (to avoid overloading; the default value is 15).

Note: *You can set the default port values for any above field by pressing the respective* ***Set default port*** *button.*

The ***Client info*** button will open the following dialogue:
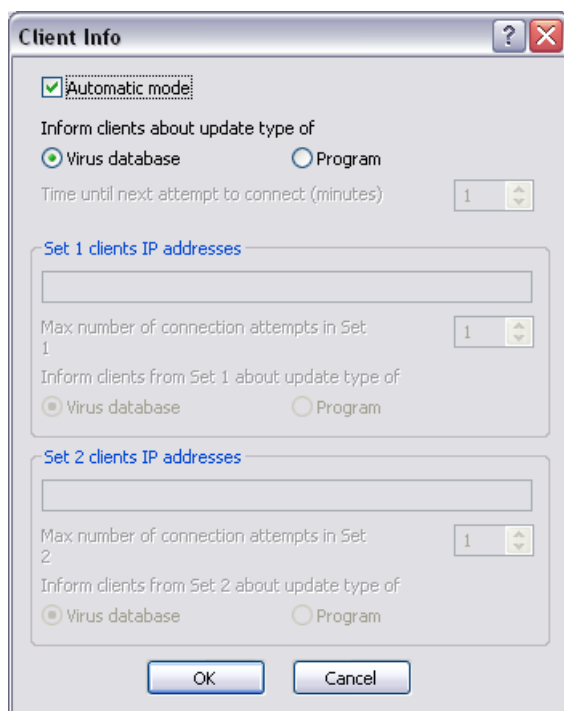
This dialogue is designed to set up the parameters of the update distribution from AVG Admin Server to clients, or between AVG Admin Servers. Two modes of update distribution are available – automatic and manual:

- **Automatic Mode** (this option is checked)

  This mode requires AVG DataCenter support (so the mode is not accessible when the AVG Admin Server is used only for update management).

  The AVG Admin Server gets the stations' (or their IP addresses') list from the AVG DataCenter in the automatic mode and sends the update command to them. The principle is the same as for the AVG Admin Server Console application – the command is stored in the AVG DataCenter and a notification is sent to the station. When a station cannot be reached, it will process the command within the next synchronization with the AVG DataCenter database.

  In the **Inform clients about update type of** section you can choose to inform stations either about **Virus database** updates or **Program** updates using the respective radio button.

- **Manual Mode (the Automatic mode option is not checked)**

Define specific IP addresses of AVG stations for update distributions in the manual mode. You can divide your clients into two groups, when you want to define different rules for particular clients. This mode can be used even if there is no AVG DataCenter support.

In the **Time until next attempt to connect (minutes)** specify the time (in minutes), after which the server should try to contact stations that have not been responding during the previous attempts. It will try to connect to all clients until all of them are informed about the update or the allowed number of connection attempts is exceeded.

The fields for each group are as follows (the X stands for the group number):

o   **Clients IP addresses - Set X** – the list of clients' IP addresses; available form of values are: full IP address, station name, IP address range (using the start and the end address of range, divided by a dash) or address combined with network mask. Examples of address specifications follow:

122.64.200.216 (IP address)

122.64.200.125-122.64.200.133 (IP address range)

station26 (station name)

10.10.2.0/255.255.255.0, 122.64.200.173 (subnet mask and address)

o   **Max. number of connection attempts in Set X** – the maximum number of connection attempts for the given set; if set to 0, an unlimited number of attempts is allowed. The default values are 1 for the first set and 0 for the second.

o   **Inform clients from Set X about update type of** – select either **Virus database** or **Program** using the respective radio button.

Note: When you put a station into both of the sets, it is taken as if it were in the second one (the second set has higher priority). Thus you can define all your stations in the first set and the stations with special rules to be applied in the second one.

Note: Any AVG Managed Update related changes performed in the AVG Admin Server Monitor configuration interface are saved after pressing the **OK** button.

The **Server info** button will open the following dialogue:

- ***Inform other AVG Admin Servers about update***

  By ticking this checkbox you will allow the application to also inform other AVG Admin Servers about newly downloaded updates .

  Enter the appropriate server IP value(s) to the ***IP addresses of subordinated servers*** field. The AVG Managed Update updating command will then be sent to these addresses. As a part of this command is information about the URL to be used for updating.

  If the AVG Admin Server does not receive a confirmation of the AVG Managed Update command acceptance from one of the defined servers, it will repeat the attempt later. Choose the requested time interval (in minutes) in the ***Time until next attempt connect (minutes)*** section.

- ***IP addresses of trusted sources of update commands***

  If you need the AVG Admin Server to accept unsecured AVG Managed Update commands from different AVG Admin Servers, it is necessary to define IP addresses of trusted servers into this field.

  Fill this field only on servers, which are subordinated to AVG Admin Servers accepting AVG Managed Update commands from the AVG Technologies company.

  All server addresses on this tab can be inserted in the same way as addresses

in the **Client Info** dialogue (i.e. as a full IP address, station name, IP address range, IP address and mask or combination of all mentioned methods).

13. Updates

13.1.General Information

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

You can distinguish between two types of update:

- *On demand update* is an immediate AVG update that can be performed any time the need arises.

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

13.2.Update within the Local Network

AVG stations can perform an update directly from the AVG Technologies web servers. Also, it is possible to download the update file onto a LAN server, and configure the AVG stations for local update.

For smaller networks (20-25 stations typically) it is recommended to update directly from the internet. AVG update files are designed so that always the smallest available required files are downloaded.

If the network consists of more than 50 stations, it is better to maintain mirroring of all the available update files within the local network. All the update files (that could be used for all the previous AVG versions update) must be downloaded this way to allow AVG stations to use the current file to perform the program/virus database

update.

Generally, there are two options of update files local mirroring. The recommended option is using the UpdateProxy role, that can be deployed also on multiple servers. See the ***Deploying multiple UpdateProxy roles*** chapter for more information.

By using this, the AVG Admin Server is able to automatically download all necessary update files. AVG stations then search for the update files on the computer with the AVG Admin Server running. This option is considered the preferred way of update file distribution within the local network.

However, it is possible to use any other web server for this kind of update. The server only has to share one isolated folder accessible by AVG stations. When you are using Microsoft Information Server, for example, the root of all the accessible folders is usually C:\InetPub\wwwroot. Supposing C:\InetPub\wwwroot\avgupdate folder, which is accessible by web interface, is present on the web server called localweb. Web (HTTP) clients can access documents and files in this directory by the URL http://localweb/avgupdate. Following these steps, AVG stations will use the same URL http://localweb/avgupdate for updates.

Update files for distribution can be downloaded from the www.avg.com website, section ***Downloads***.

14. FAQ and Technical Support

Should you have any problems with your AVG Internet Security Network Edition, either business or technical, please refer to the *FAQ* section of the AVG website at www.avg.com.

If you do not succeed in finding help this way, contact the technical support department by email. Please use the contact form accessible from the system menu via *Help / Support by e-mail* in the AVG application.

If you have gone through this documentation and you are still not sure about what level or type of **AVG Internet Security Network Edition** functions are best for you, we recommend that you consult the AVG Technologies technical support department: support@avg.com.

To help us find the best solution for AVG implementation on your network, please prepare the following information:

- the size of your network (the file server type, number of network stations)

- operating systems on the stations in the network

- average HW parameters of the station (or rather the minimum parameters)

- LAN or WAN, and the connection quality for WAN

- your demands for AVG Network Edition (administrator's requirements, and administration extent)