AVG 7.5 Internet Security

User Manual

Document revision 75.3 (1.10.2006)

Contents

1. Introduction

The **AVG 7.5 Internet Security** User Manual offers a comprehensive overview of all tasks and detection technologies provided by AVG.

Compared to **AVG Anti-Virus**, the **AVG 7.5 Internet Security** edition offers extended protection to your personal computer due to the Firewall, Anti-Spyware and Anti-Spam components.

1.1. Anti-Virus Detection Technologies and Levels of Protection

The **Anti-Virus** component uses the following technologies to detect computer viruses:

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

Where just a single technology might fall short of detecting or identifying a virus, AVG combines several technologies to ensure that your computer is protected.

AVG is also able to analyze and detect executable applications or DLL libraries that could be potentially unwanted within the system. We call such threats ***Potentially Unwanted Programs*** (PUP). Such a program could, for example, be some kind of spyware, adware etc. Upon the user's request, AVG is able to remove such programs or block access to them.

Furthermore, AVG scans your system registry for suspicious entries, temporary Internet files and tracking cookies, and allows you to treat all potentially harmful items in the same way as any other infection.

There are many ways a virus can enter your computer. For example, a virus contained in an incoming e-mail message is, upon receipt of the message, activated and stored on your hard disk, from where it can subsequently spread. An antivirus application which concentrates only on a single level of detection might fail in isolating the virus. AVG allows you to perform antivirus checks on multiple levels – such as when you receive your electronic mail, as well as when you are working with files on your computer. You can also perform a check on demand. The following list outlines each level:

a) E-mail Scanner

Checks incoming and outgoing mail by using plug-ins designed for the most frequently used e-mail programs. The **E-mail Scanner** is an additional program for electronic mail monitoring; it can run in fully automatic mode or you can configure it according to your specific needs. The **E-mail Scanner** is designed for applications supporting the POP3/SMTP protocols. When detected, viruses are moved to the **Virus Vault** (where they are quarantined). Some e-mail clients may support messages with text certifying that sent and received e-mail has been scanned for viruses. Another component for an

increased level of security when working with electronic mail is the Attachment Filter, which can be set by defining undesirable or suspect files.

b) Resident Shield

The **Resident Shield** scans files as they are copied, opened or saved. When the **Resident Shield** discovers a virus in a file that is accessed, it stops the operation currently being performed and does not allow the virus to activate itself. The **Resident Shield**, loaded in the memory of your computer during system startup, also provides vital protection for the system areas of your computer.

c) Tests

Scanning is a crucial part of AVG functionality. You can run on-demand tests or schedule them to run periodically at convenient times. Within AVG, you will find pre-defined tests, and you can create your own specific tests.

1.2. Firewall Principles

Computers that are not protected by a firewall are an easy target for computer hackers and all kinds of data thieves.

A firewall is a system that enforces an access control policy between two or more networks by blocking/permitting traffic. Every firewall contains a set of rules that protect the internal network from attacks originating outside (typically from the Internet) and controls all communication on every single network port. The communication is evaluated according to the defined rules, and then either allowed or forbidden. If the firewall recognizes any intrusion attempts, it “blocks” the attempt and does not let the intruder access to the computer.

The **Firewall** helps you maintain your privacy and protect your personally-identifiable information from being sent from your computer without your permission. It controls how your computer exchanges data with other computers on the Internet or local network. Within an organization, the **Firewall** also protects the single computer from attacks initiated by internal users on other computers in the network.

1.3. Anti-Spam Protection

Spam refers to unsolicited e-mail, mostly advertising a product or service that is mass mailed to huge number of e-mail addresses at a time, filling recipients’ mail boxes. Spam does not refer to legitimate commercial e-mail for which consumers have given their consent. As spam is not only annoying, but also can often be a source of scams, viruses or offensive content, it is strongly advised to protect your mailbox with Anti-Spam protection.

Grisoft's **Anti-Spam** component checks all incoming e-mail messages and marks unwanted e-mails as SPAM. It uses several analyzing methods to process each e-mail message, offering maximum possible protection against unwanted e-mail messages.

To get more information about **Anti-Spam** features and settings, see chapter 11. Anti-Spam.

1.4. Anti-Spyware Protection

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

Ideally, you should prevent spyware and other malware from intruding onto your computer. Currently, the most common source of infection is websites with potentially dangerous content. Other methods of transmission, such as via e-mail or transmission by worms and viruses are also prevalent. The most important protection is to use an always-on background scanner, such as Grisoft's **Anti-Spyware** component that works like a resident shield and scans your applications in the background as you run them.

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

1.5. Operating Systems Supported

AVG 7.5 Internet Security is intended to protect workstations with the following operating systems: Windows NT/9x/Me/2000/XP including 64-bit versions.

Note: *Some older operating systems like Windows 95/98/ME do not support on-access scanning of opened files by Anti-Spyware component.*

2. Installation

AVG can be installed either from the installation file available on your installation CD, or you can download the latest installation file from the Grisoft website at www.grisoft.com.

Before you start installing AVG, we strongly recommend that you visit the Grisoft website to check for a new installation file. This way you can be sure to install the latest available version of AVG.

During the installation process you will be asked for your license/sales number. Please make sure you have it available before starting the installation. The license/sales number can be found on a registration card in the AVG package. If you have purchased your copy of AVG on-line, your license/sales number was delivered to you via e-mail.

2.1. Installation from the Internet

To install AVG from the Internet, follow these steps:

a) Refer to the Grisoft website and download the latest version of the **AVG 7.5 Internet Security** installation package from the Grisoft website at www.grisoft.com, downloads section.

b) Download the installation file and save it on your local disk.

c) Start the installation by executing the downloaded file.

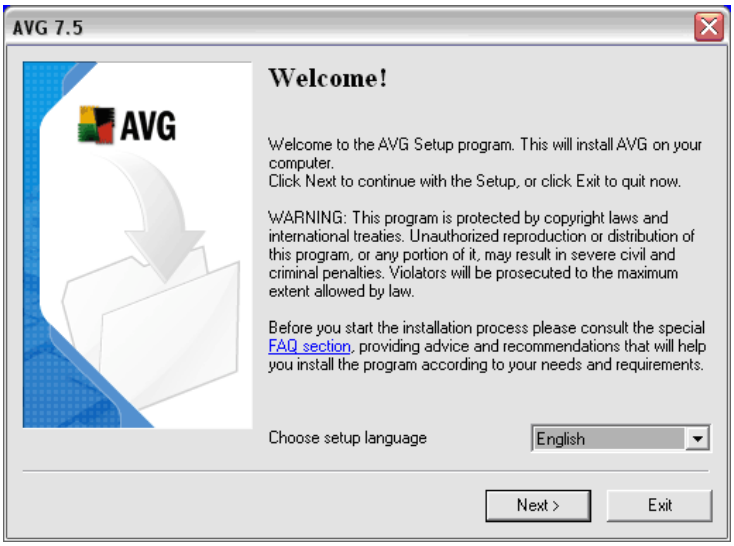
3. Installation Process

3.1. Installation – Welcome Dialog

In the installation welcome dialog you are invited to select the application language.

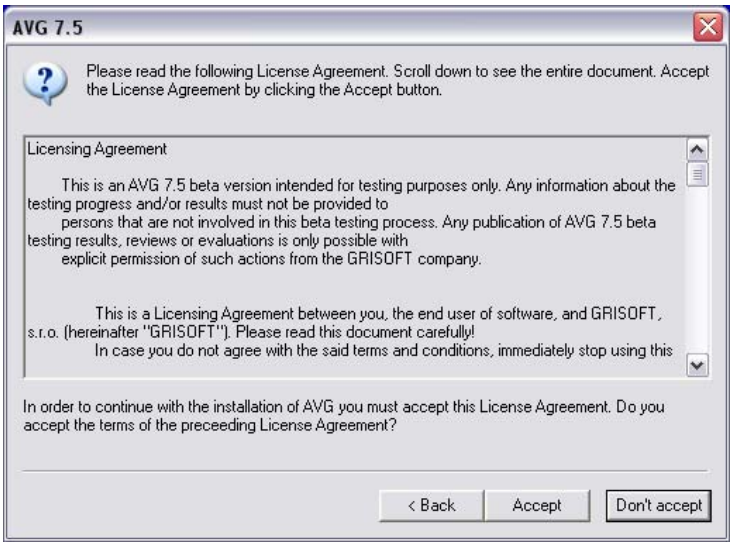
***Note**: By default, only two application languages will be installed. The one you select in this dialog and English (the default language). If you select English language, then only English will be installed. You can choose to install additional languages in the **Component selection** dialog (later on in the installation process).*

Press the ***Next*** button to confirm your choice:



3.2. Installation – License Agreement

The following dialog offers full wording of the license agreement. Read it carefully and approve by pressing the ***Accept*** button. Otherwise the installation process will be canceled.

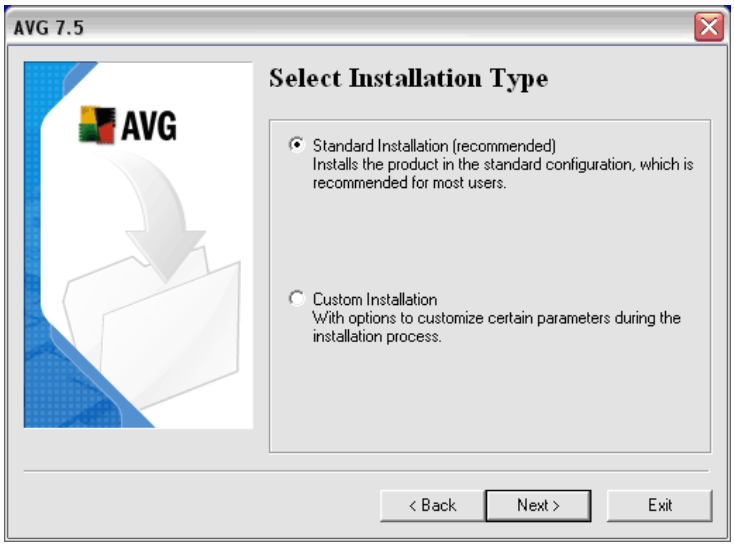


3.3. Installation – Select Installation Type

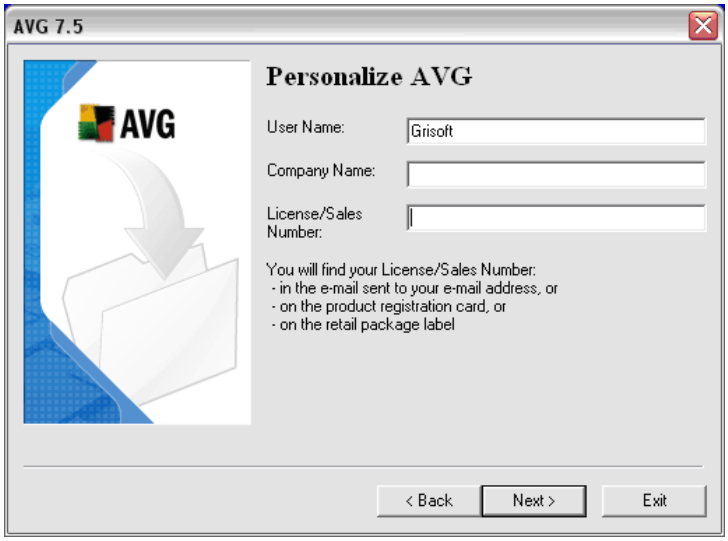
In this dialog window you have to select between two types of installation: ***Standard installation*** and ***Custom installation***.

a) Standard Installation

Standard installation will automatically install AVG with the predefined configuration of all its components. If you do not have any specific requirements on configuration of some part of AVG, we strongly recommend that you select this option (you will be able to configure all AVG components setting even after the standard installation is performed).



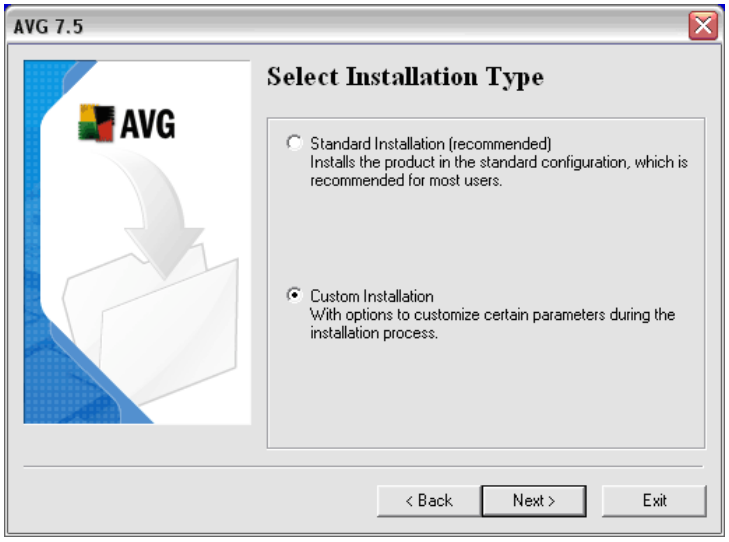
Confirm the ***Standard installation*** option with the ***Next*** button to enter the ***Personalize AVG*** dialog where you need to specify your name/company name and your license number:



Confirm the entered license data by pressing the ***Next*** button to continue to the Installation Summary dialog.

b) Custom Installation

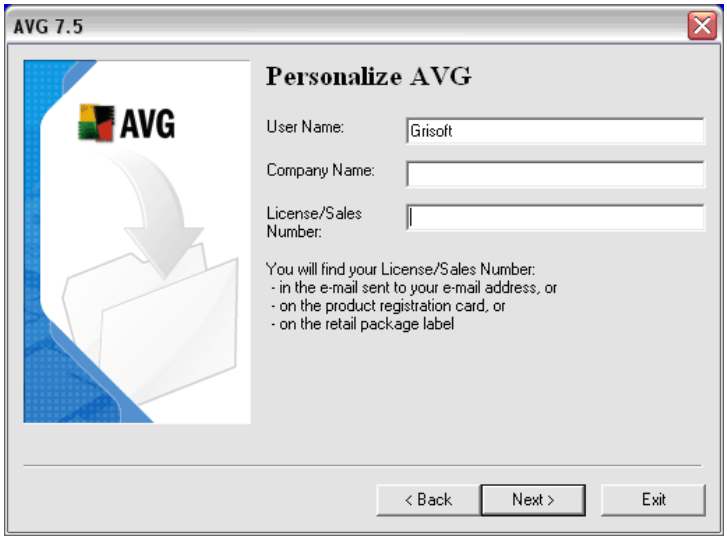
Custom installation is recommended only to experienced users who have specific requirements for AVG components' configuration, and who want to define the configuration settings already during the installation process. However, you will always have the possibility of configuring the AVG components' settings later.



Confirm your choice by pressing the ***Next*** button to continue to the following dialog of the Custom installation branch:

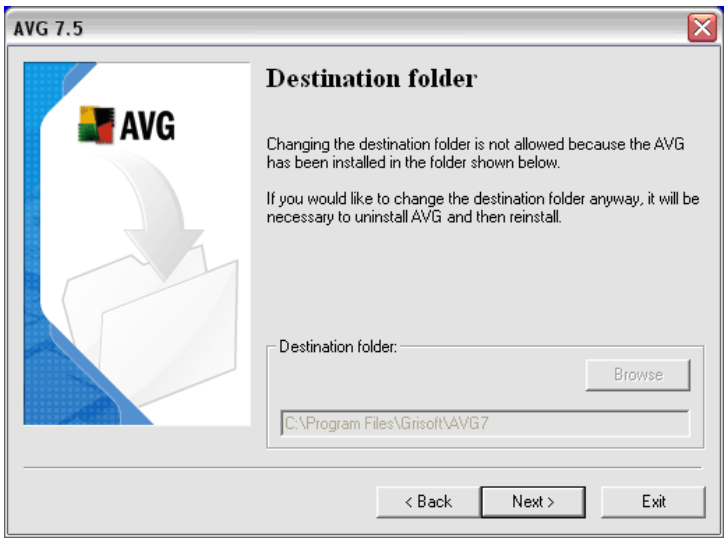
o ***Personalize AVG***

In the ***Personalize AVG*** dialog you need to enter your name/company name, and your valid license number:



o ***Destination Folder***

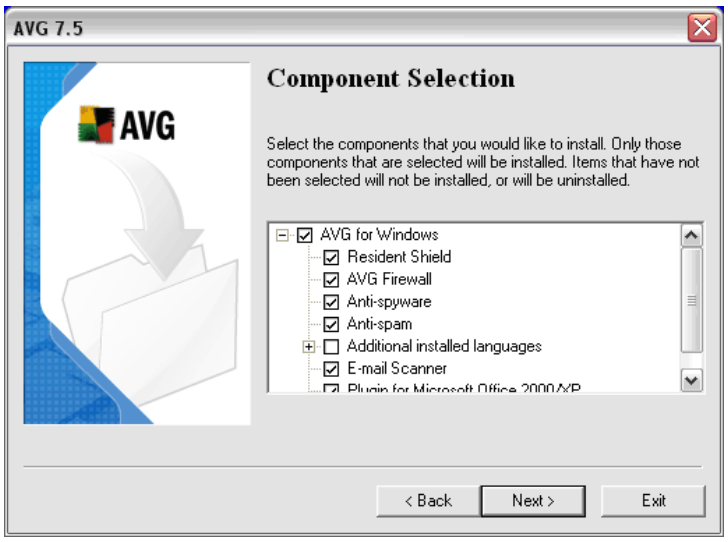
In the ***Destination folder*** dialog you can specify the path to the directory where you want to install AVG. If not specified otherwise, the program will be installed into the predefined directory (see picture). The directory path can either be typed in, or you can select the location from your local disk navigation tree using the ***Browse*** button.



o ***Component Selection***

In the ***Component selection*** dialog you can define what AVG components should be installed. By default, all available components are selected and will be installed. We recommend that you keep these settings unless you have an actual reason to change it. If no component is selected, the program will be uninstalled.

Note the ***Additional installed languages*** item, where you can select one or more additional language packs. By default, only English language and the language selected at the beginning of the installation process are installed.



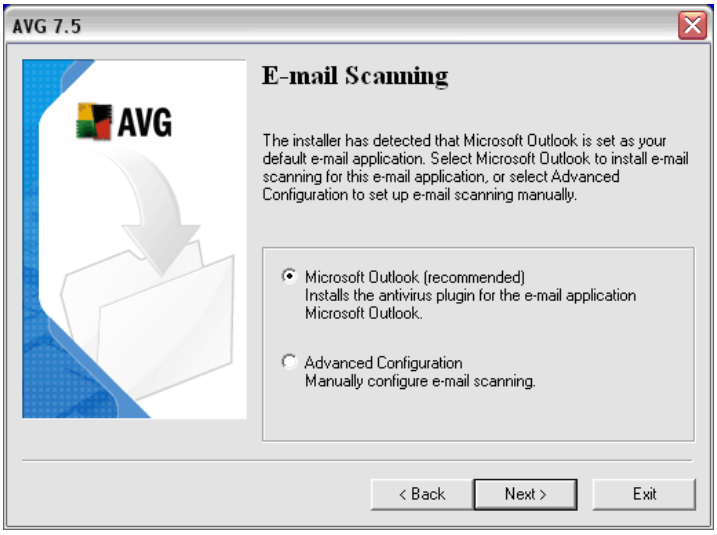
o ***E-mail Scanning***

In the ***E-mail Scanning*** dialog you can select one of two options for your electronic mail monitoring:

- ***Recommended Configuration***

  AVG allows you to scan your electronic mail using the program plugin for the most frequently used e-mail programs: MS Outlook, MS

Exchange, The BAT!, Qualcomm Eudora. If you use any of these e-mail programs the setup will automatically detect it, and recommend you to install a direct plugin for your e-mail client (see picture).



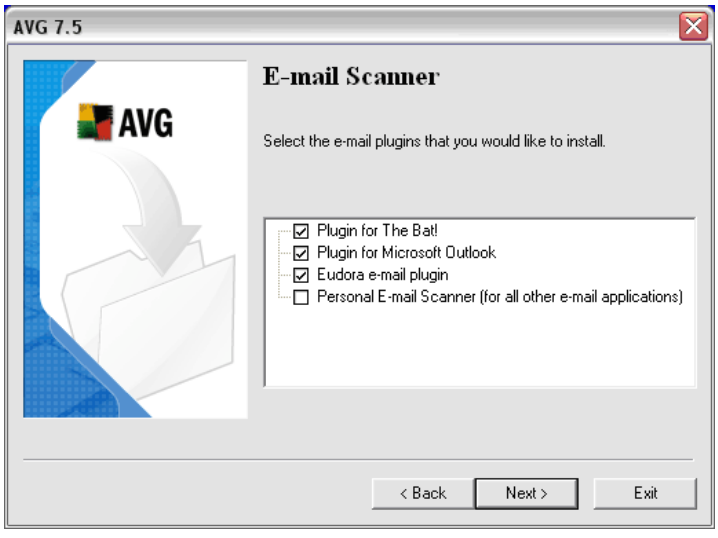
For other e-mail programs, AVG will provide comprehensive e-mail scanning using the **E-mail Scanner** component. In that case the setup dialog offers the recommended option of **Personal E-mail Scanner**.

Confirm the configuration by pressing the ***Next*** button, and continue to the Installation Summary dialog.

o ***Advanced Configuration***

If you want to configure the e-mail scanning manually, select the ***Advanced configuration*** option. This option is recommended to experienced users only!

The configuration itself can be performed within the following dialog:



You can select a plugin for the specific e-mail program you use. If your

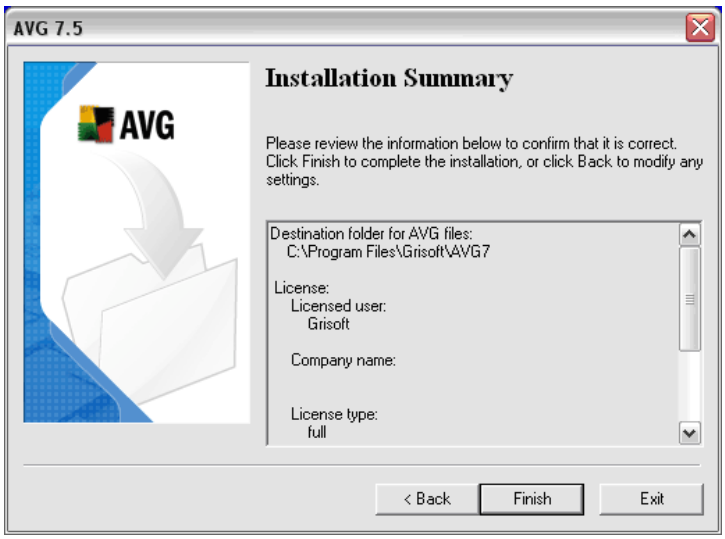
e-mail program is not directly supported, select the ***Personal E-Mail Scanner*** option.

Note: *E-mail Scanner will be installed and run in fully automatic mode. Its configuration can be set up manually– for a detailed description refer to the E-mail Scanner supplementary documentation, to be downloaded from the downloads section of the Grisoft website at www.grisoft.com.*

Press the ***Next*** button to confirm your choice, and to continue to the Installation Summary dialog.

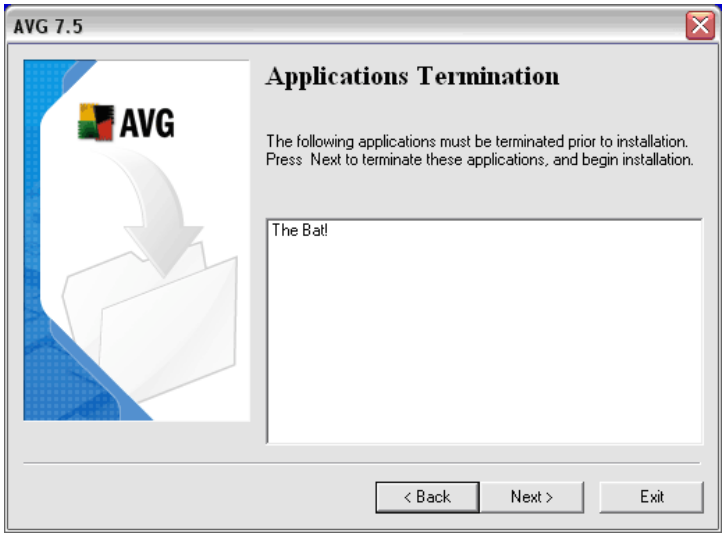
3.4. Installation – Installation Summary

The ***Installation summary*** dialog offers an overview of all installation parameters.



3.5. Installation – Application Termination

Some of the programs that are currently running on your PC may conflict with the AVG installation process.

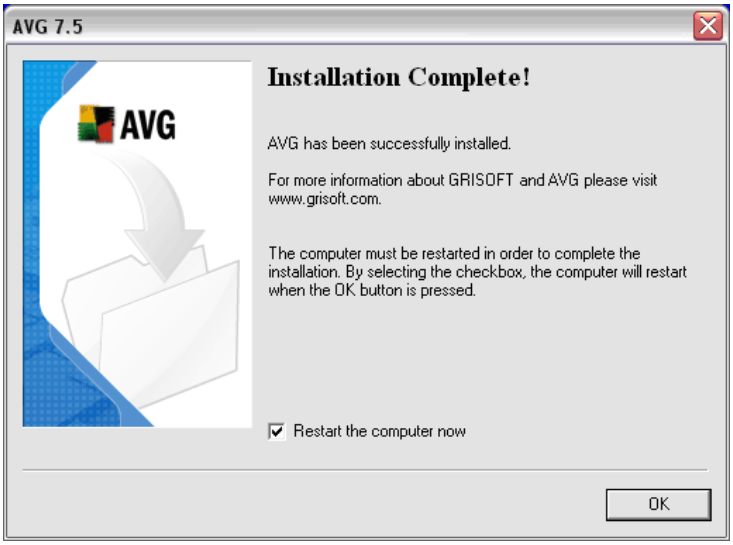


In that case, another ***Application Termination*** window opens providing a list of programs that must be closed in order to finalize the installation. You can close the listed programs manually, or they will be closed automatically by the setup after pressing the ***Next*** button:

3.6. Installation – Installation Complete

The installation process is finalized with the ***Installation complete*** dialog. By default, the ***Restart the computer now*** option is marked, and we highly recommend keeping it marked. Confirm your choice by clicking the ***OK*** button.

Before your PC restart, the Firewall Configuration Wizard (Chapter 10.6) will be launched – although the possibility of **Firewall** configuration editing is available at any time during your work with AVG, we highly recommend that you take the configuration wizard's tour and define the Firewall settings in an easy way.



Note: *Should the installation process fail for some reason, the last dialog window will also provide the Details button. Press the button to see the diagnostic data overview. The diagnostic data, and the AVG7INST.LOG installation logging file information (saved in the TEMP system directory) will help you solve the problem.*

Once the installation process is over, the ***Firewall Configuration Wizard*** will open automatically and offer you the option of setting up the default Firewall configuration in an easy way. You can decide to omit the wizard's services but it is strongly recommended to use this option. For detailed description please refer to chapter 10.6 – Firewall Configuration Wizard.

4. AVG First Run

4.1. First Run Wizard

When you first install AVG on your computer, the ***AVG First Run Wizard*** pops up to help you with initial program settings. Though you can set all of the suggested parameters later on, it is recommended that you take the wizard's tour to secure your computer's protection simply and immediately.

Follow the steps described in each of the wizard's windows:

4.1.1. First Run Wizard – Welcome Screen

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

Note: *From Windows XP onwards the rescue disk feature is not supported any more.*

4.1.2. First Run Wizard - AVG Update

The ***AVG Update*** window will automatically check and download the latest AVG updates. Click on the ***Check for Updates*** button to download the latest update files and perform the update:

4.1.3. First Run Wizard - Daily Scanning

The ***Daily Scanning*** window invites you to decide what priority level should be assigned to the daily scheduled complete test of your computer. It is recommended that you keep the default settings. Confirm your selection by simply pressing the ***Next*** button:

4.1.4. First Run Wizard - Virus Scan

The ***Virus Scan*** window will launch a complete test, and treat any viruses that may be found. Click on the ***Scan computer!*** button to start scanning:

4.1.5. First Run Wizard - Your Computer Is Protected

Now your computer has been scanned, and your AVG is configured properly. Press the ***Continue*** button to start working with AVG:

4.2. AVG Program Start

Next time you want to open the program you can do so:

- by double clicking on the AVG icon created on your desktop
- from the Start menu:
  Start / All programs / AVG 7.5 / AVG Control Center

  from the context menu of the Control Center system tray icon

5. After Installation

To secure the maximum anti-virus protection level we recommend that you perform the following steps after AVG installation:

5.1. Running the Complete Test

There is a potential risk that a computer virus has been transmitted to your computer prior to AVG installation. For this reason you should run the ***Complete Test*** to scan the whole of your computer for possible infections. If you have gone through the ***First Run Wizard*** recommended actions, your computer has been already scanned automatically, and you may as well skip this paragraph.

For further information on the Complete Test refer to chapter 13.1 - Complete Test.

5.2. Setting up the On-Close Scan

It is recommended to activate the ***On-Close Scan*** in the **Resident Shield** component. The on-close scanning ensures that AVG will scan active objects (e.g. applications, documents ...) when they are being opened, and also when they are being closed. This component helps you prevent your computer from some kind of sophisticated virus.

You can activate the on-close scanning within the **Resident Shield** panel in the **Control Center**.

For further information about the on-close scanning option refer to the chapter 9.12 Components controlled from Control Center/Resident Shield.

5.3. Eicar Test

To check whether AVG has been installed properly you can perform the ***Eicar test***.

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

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

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

5.4. Test and Update Scheduling

To ensure your computer is virus-free, it is crucial to set up the regular AVG test/updates schedules.

- ***Test*** - a Complete Test should be scheduled on a workstation at least once a week; for instructions on test scheduling refer to the 13. Test Review chapter

- ***Update*** – AVG installed on a workstation should have the update scheduled approximately once a day; for instruction on update types and scheduling refer to the chapter 14. Program Update

6. Product Registration

Once you have completed AVG installation, you should register your product to be able to gain full access to AVG Technical Support, the AVG Update newsletter, and other services provided by Grisoft exclusively for registered users.

Note: *Customers who have purchased their AVG in the Grisoft online shop have been registered automatically and do not need to register again.*

To register your AVG:

- You can go directly to the Grisoft website at www.grisoft.com and follow the ***Register AVG*** link

  or

- In your AVG user interface select from the main menu:

  Information/Register online **-** to get to the Grisoft registration web page.

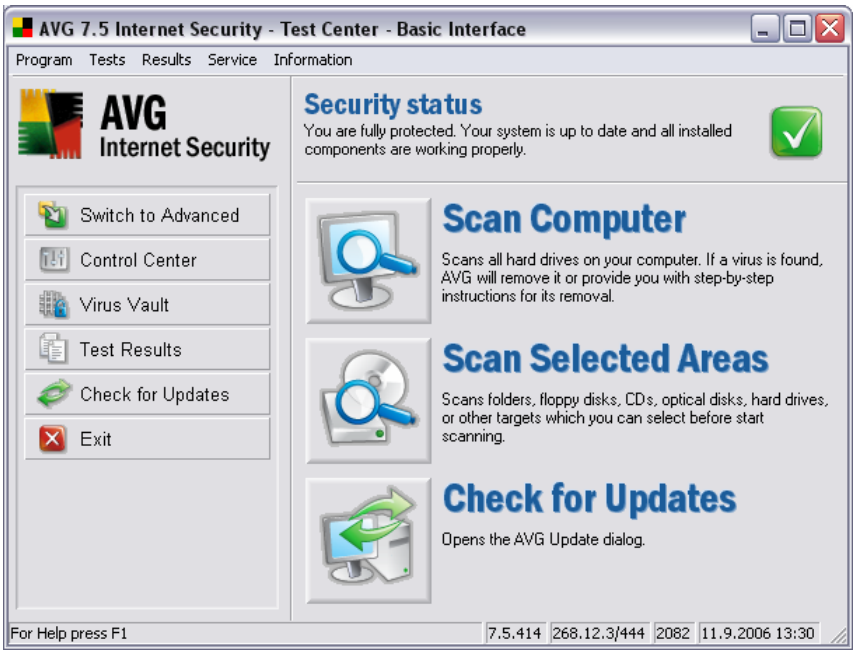
- Enter your Sales/License number into the empty field (make sure you keep to the exact form of the license number (upper/lower case, spaces, etc.)
- Press the ***Submit*** button to confirm your registration

7. AVG Basic Test Center Interface

After you have successfully installed AVG on your computer, the AVG icon will appear on your Windows desktop. Double-click the icon to launch the **Test Center**. AVG provides two variations of the **Test Center** interface – ***Basic*** and ***Advanced***.

The ***Basic Test Interface*** provides access to most AVG protection features: updating, scanning, task scheduling, and basic program configuration. The features provided by both interfaces are similar, with the major difference being in the range of available settings and the availability of advanced features, such as the creation of test and update schedules. If you like simplicity, choose the ***Basic Test Interface***.

The Basic Test Interface is recommended for less experienced users who want to take advantage of maximum virus protection with limited need for user intervention.



Additionally you can check the ***Security status*** of AVG in the Test Center top section. There are three possible signs:

-  Your computer is fully protected, up to date and all installed components are working properly
-  One or more components are incorrectly configured and you should pay attention to their properties/settings. The problem components will be listed in the status error message.
-  Indicates, that you have decided to ignore the reported faulty status of one of the components.

Note: *To quickly open the Control Center, simply double click the Security status section.*

To switch to the Advanced Test Interface you can use the shortcut Switch to Advanced button in the left menu. Or select from the top menu Program/Switch to Advanced Test Interface.

By default, in the ***Basic Test Interface*** you will find shortcut links (left menu) - see their descriptions in the following chapters.

Note: *However, the menu items list can be modified, for details refer to chapter 8.4 Program Settings/Customize.*

7.1. Switch to Advanced

The ***Switch to Advanced*** shortcut button allows you to switch between the ***Basic/Advanced Test Center*** interface of AVG**.**

For further description of the ***Advanced Test Center*** interface, refer to chapter 8. AVG Advanced Test Interface.

7.2. Control Center

The ***Control Center*** shortcut button launches the **Control Center** – a central controlling application of AVG; from the **Control Center** you can review, configure, and fully administer the whole AVG program.

For further description of the **Control Center** refer to the 9. Control Center.

7.3. Virus Vault

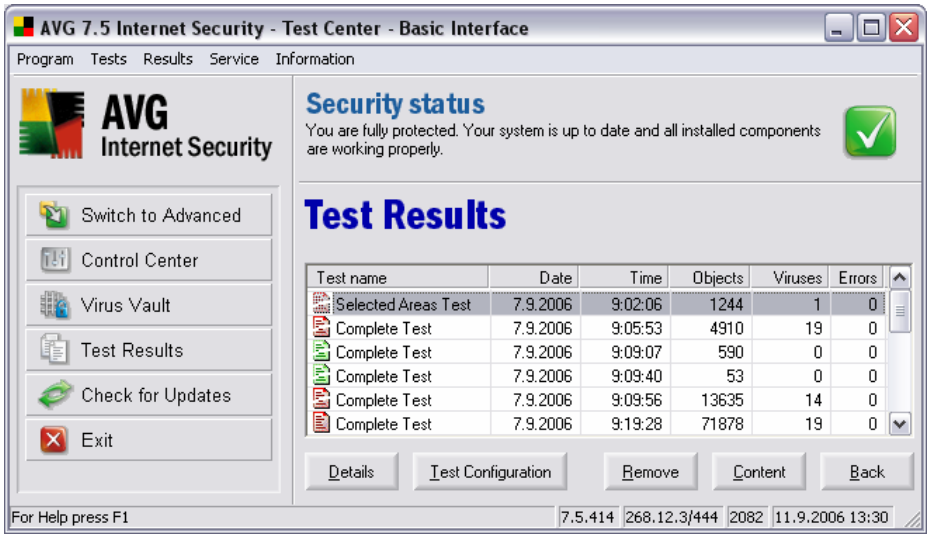
The ***Virus Vault*** shortcut button launches the **Virus Vault** – a safe environment for storing and further treatment of infected objects.

For further description of **Virus Vault** refer to chapter *12. Virus Vault*.

7.4. Test Results

The ***Test Results*** shortcut button provides an overview of recently run tests and their results:

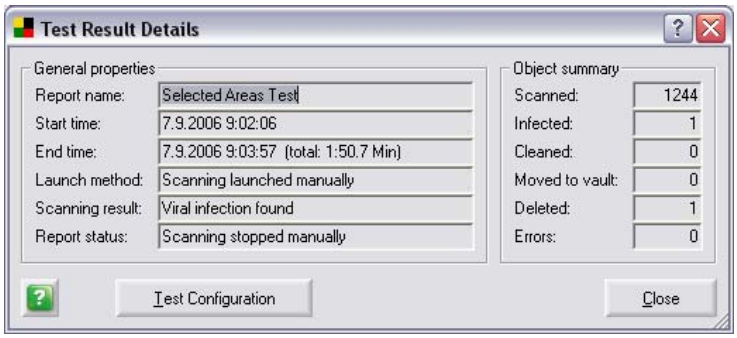
- Test name – full name of the run test
- Date – date of the test launch
- Time – exact time of the test launch
- Objects – total number of objects scanned
- Viruses - total number of viruses detected
- Errors – total number of errors occurring



You can further review detailed test result information for any listed test using the operating buttons in the bottom section of the **Test result** dialog window:

a) Details

The ***Details*** button opens a new dialog window with detailed information about the selected test and its results. The data are divided into two sections: ***General properties*** (test parameters and test results) and ***Object summary*** (scanned objects and findings statistics):

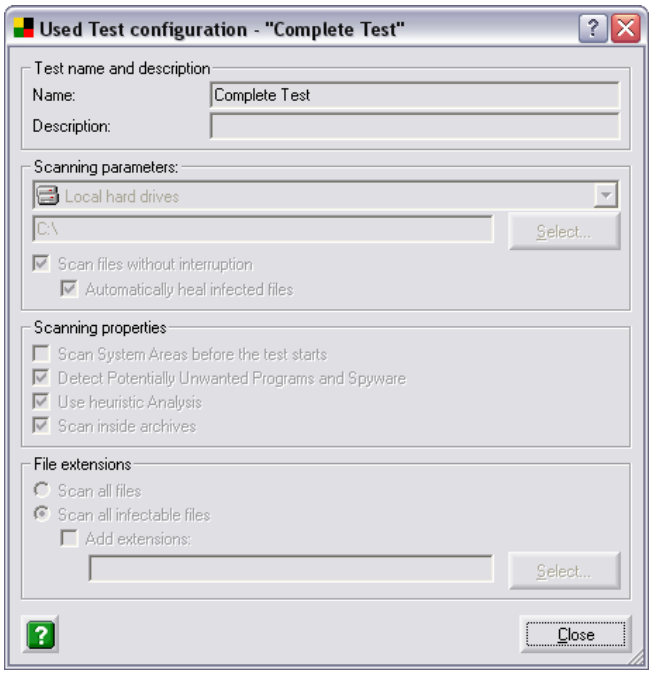


This dialog window operation buttons are:

- ***Test configuration*** **–** opens a new dialog window with the test settings overview (For detailed information on specific test settings options please refer to 11. Test Review chapter)
- ***Close*** **–** closes the ***Test report – more details*** dialog window

b) *Test Configuration*

The ***Test configuration*** button provides a new dialog window with information on the test set parameters used: test name and description, scanned files information, scanning properties, and other scanning parameters:

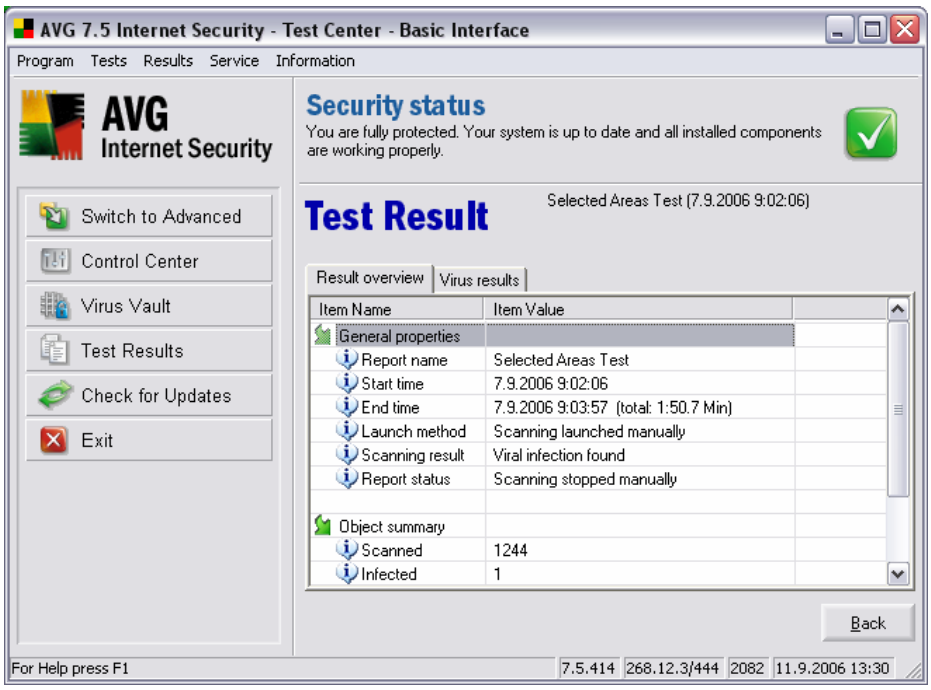


c) *Remove*

The ***Remove*** button will delete the highlighted test result from the list.

d) *Content*

The ***Content*** button opens an overview of detailed test result information for the selected test: location of the infected scanned file, result (finding specification), and status of the infected file:



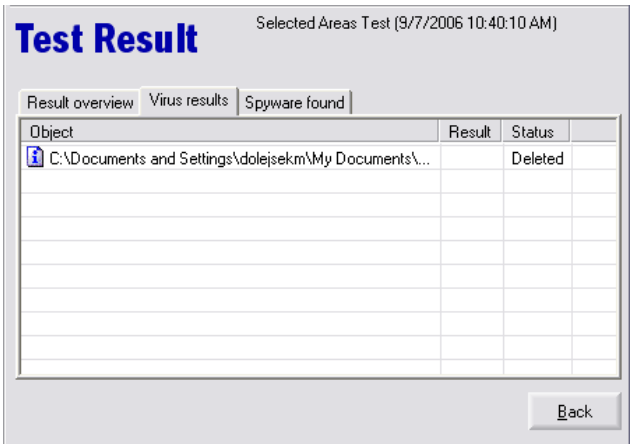
This dialog window is divided into several tabs.

- ***Results overview***

  In this tab, you will find detailed testing statistics and summaries.

- ***Virus results***

  This tab is only displayed if there is a virus infection found during the testing process. The tab lists all viruses found .



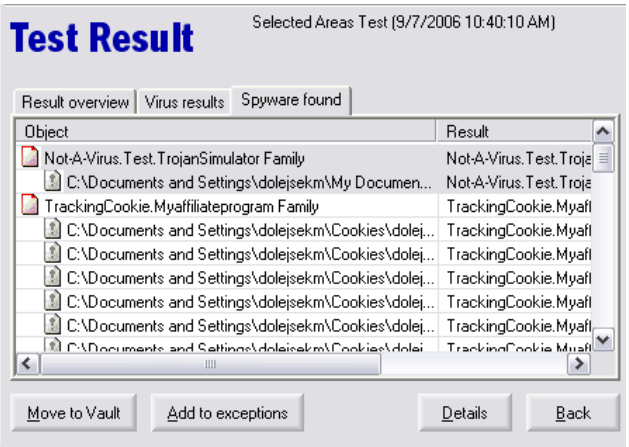
The dialog's operation buttons are:

- ***Heal*** – allows you to heal the infected object if the cure for this kind of infection is available.
- ***Move to Vault*** – moves the selected infected object into the ***Virus Vault***.
- ***Details –*** opens the Virus Encyclopedia to provide information on the detected virus**.**
- ***Back –*** closes the detailed **Test result** dialog.

Note: *Buttons will only be displayed for operations that are possible on the virus selected in the list. I.e. If the selected virus has already been automatically deleted during the scan, (as shown above) then it cannot be healed or moved.*

o ***Spyware found***

This tab is only displayed if there is a spyware/malware infection or an Internet tracking cookie is found during the testing process. The tab lists all such threats found.



The Dialog's operation buttons are:

- ***Move to Vault*** – moves the selected infected object into the **Virus Vault**.
- ***Add to exceptions –*** adds the selected ***Potentially Unwanted Programs*** (or spyware/malware) to the list of Exceptions. Then the selected program(s) will again be fully working and AVG will ignore them in future scans. More information on this topic can be found in the Potentially Unwanted Programs Exceptions (Chapter 7.14) section.
- ***Details –*** opens the Virus Encyclopedia to provide information on the detected infection**.**
- ***Back –*** closes the detailed ***Test result*** dialog.

Note: *Buttons will only be displayed for operations that are possible on the malware selected in the list.*

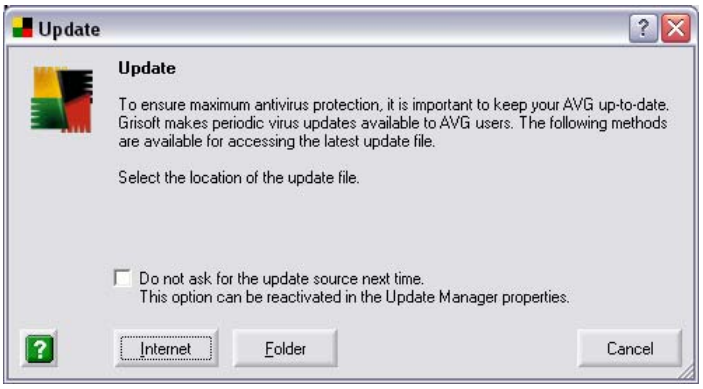
e) Close

The ***Close*** button terminates the ***Test results*** window**.**

7.5. Check for Updates

The ***Update*** shortcut button launches a window offering an immediate update of AVG.

For further information on the update possibilities refer to the chapter 14. Program Updates.



The dialog operating buttons are:

- ***Internet*** – launches AVG update from the Internet
- ***Folder*** – opens a dialog window where you need to specify the update source directory (either local or network); press the ***OK*** button to confirm selection and launch the AVG update
- ***Cancel*** – closes the ***Update*** dialog window

If you want to use the same update files source repeatedly select the ***Do not ask for the update source next time*** option. Within the next update you will not be asked for the update source specification any more, and the update will be performed automatically from the source you have specified.

In the future, if you wish to restore the update source specification in the ***Update*** dialog, you can do so within the **Update Manager** component in the Control Center – for a detailed settings description please refer to chapter 9.14 – Control Center – Update Manager, ***Propertie***s section.

7.6. Exit

The ***Exit Program*** shortcut button closes the **Test Center** application.

Besides the shortcut links, the upper menu of the Basic Test Interface further offers the following options:

7.7. Test Settings

Tests/System Areas Test settings (alternatively other test settings)

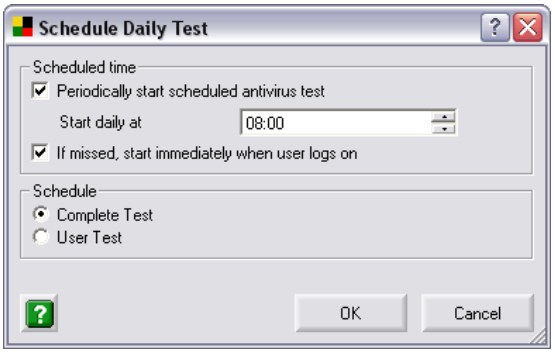
Within this section you specify your own parameters for the AVG tests by default preset by the vendor.

For a detailed test settings description refer to the 13. Test Review.

7.8. Test Scheduling

Tests/Schedule a Test

In the ***Basic Test Interface*** the test scheduling options are rather limited. You can only schedule the test (Complete Test or User Test) launch once a day. You can specify the exact time of the test launch, and decide whether the test should be run after the user logs on if missed at the scheduled time:



We recommend using the ***Advanced Test Interface*** for further test scheduling.

For detailed Advanced Test Interface test scheduling options please refer to chapter 8.2 Scheduled Tasks.

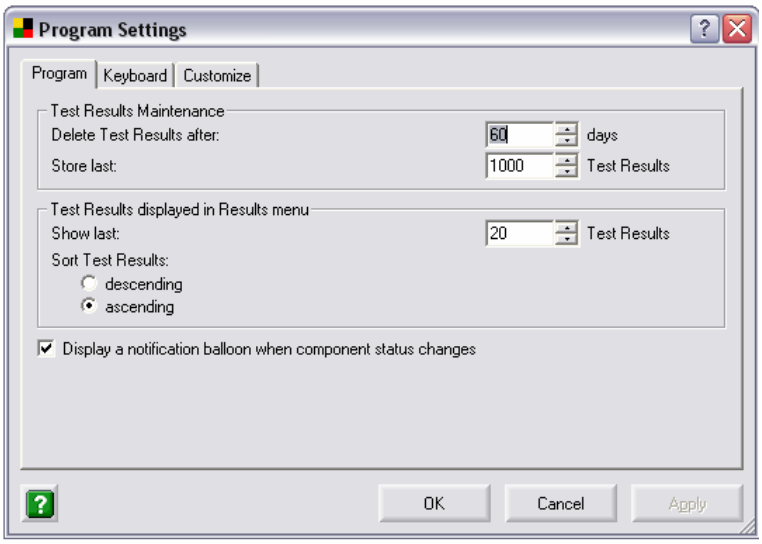
7.9. Program Settings

Service/Program settings

The ***Program settings*** section allows you to specify some general AVG options on separate tabs. However, the Basic Test Interface possibilities are also rather limited:

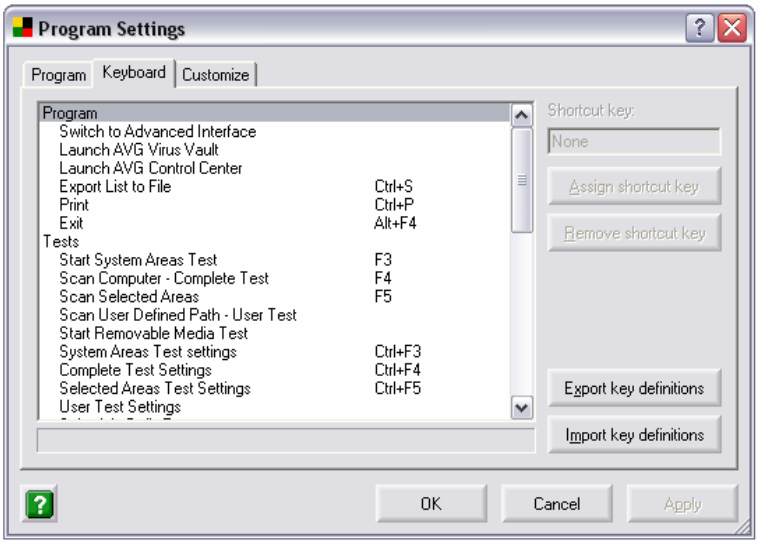
a) Program

- For how long you want to store the test results, and how many of them
- How many recent test results shall be displayed in the ***Basic Test Interface*** menu
- What test results time sorting you prefer



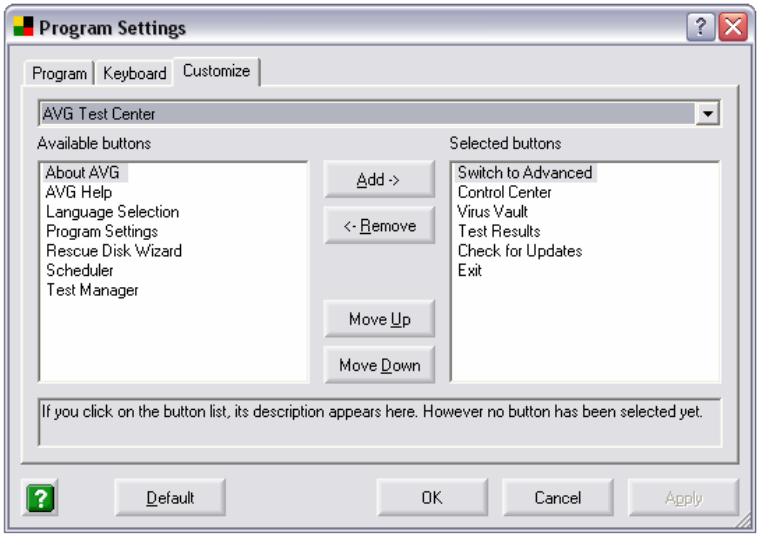
b) *Keyboard*

The ***Keyboard*** tab allows you to define your own keyboard shortcuts to be used in the AVG environment:



c) *Customize*

The ***Customize*** tab allows you to define what AVG functionality you want to have available in **Test Center**/**Control Center** via the shortcut links:



We recommend using the ***Advanced Test Interface*** options for further program configuration.

For detailed program configuration options available in the AVG Advanced Test Interface please refer to chapter 8.4 Program Settings.

7.10. Rescue Disk

Service/Rescue Disk

From Windows XP onwards the rescue disk feature is not supported any more.

The ***Rescue disk*** will help you scan and clean files on your computer and restore system areas in MS-DOS mode (from the command prompt) but it is basically only intended for the OS Windows 9x/Me.

This function is useful when you need to remove viruses from a computer:

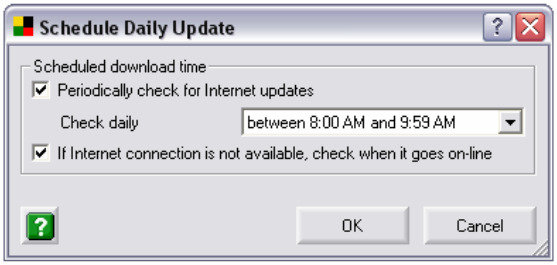
- that has a sharing violations problem
- to which you do not have sufficient access rights
- that has its system areas infected

The ***Rescue Disk*** menu item launches a wizard that will lead you through the process of creating a rescue disc. To create the Rescue Disk follow the wizard's instructions:

7.11. Update Scheduling

Service / Schedule an Update

In the ***Basic Test Interface*** the update scheduling options are rather limited. The update can only be scheduled once a day. You can specify the exact update time, and decide whether an update should be launched after the Internet connection is restored (if missed at its scheduled time):



For further update scheduling configuration we recommend using the ***Advanced Test Interface*** options.

For detailed Advanced Test Interface update scheduling options please refer to 8.2 Scheduled Tasks.

7.12. Event History Log

Service / Event History Log

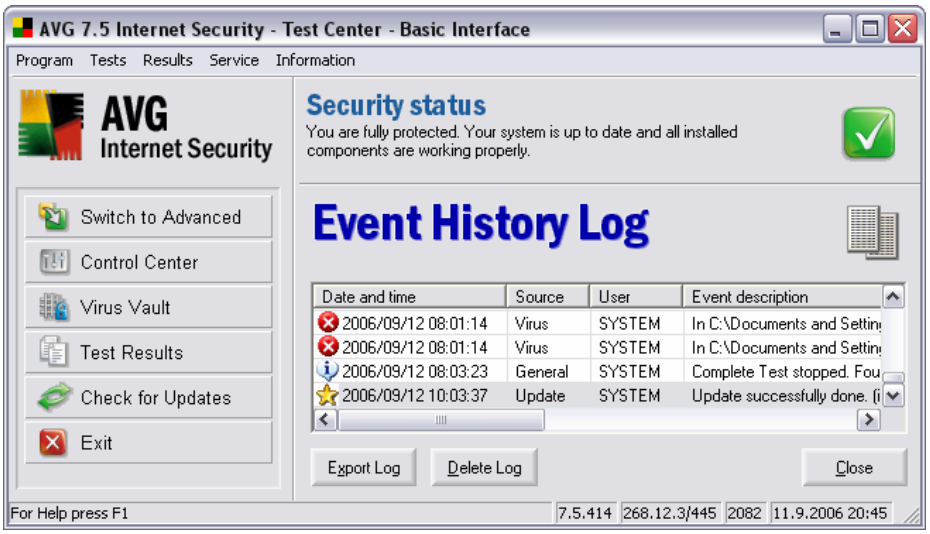
Within this section you can find a summary of important events that occurred during AVG operation.

Event History Log records the following types of events:

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

- Other important events

Pressing the Export history button will allow you to save the history log in XML format. All records can be deleted by clicking the Delete history button.

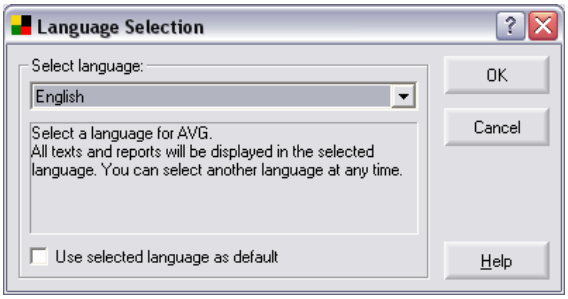


7.13. Language Selection

Service / Language selection

This option allows you to select the language you want to use; and if desired set the selected language as the application's default language:

Note: *By default only English language and the language you selected during the installation process are installed. You can run the installation process (Chapter 3) again at any time and choose additional languages in the Component selection dialog.*

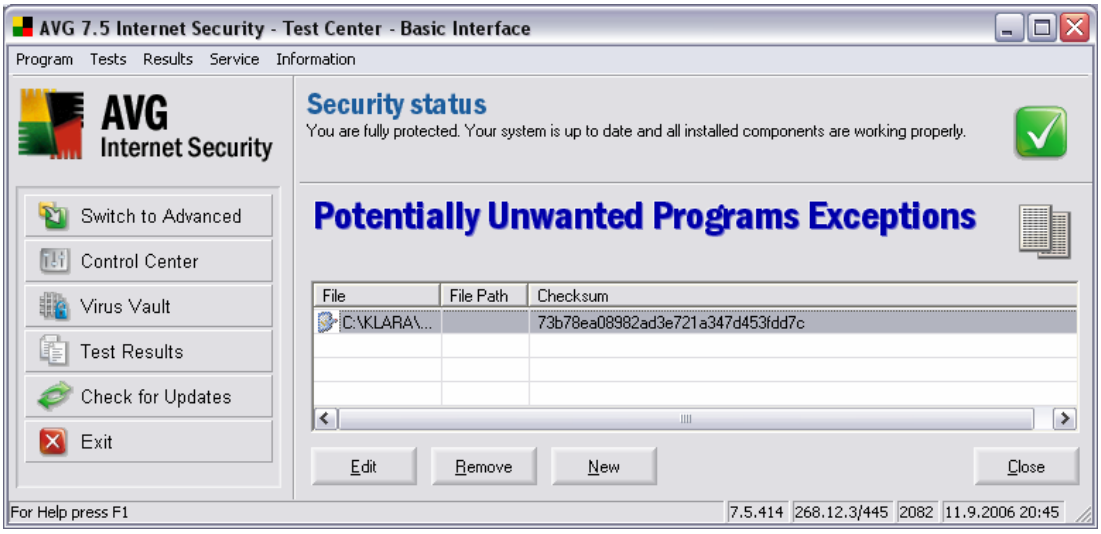


7.14. Potentially Unwanted Programs Exceptions

Service / Potentially Unwanted Programs Exceptions

This item activates the dialog window for defining exceptions for ***Potentially Unwanted Programs (PUP)***.

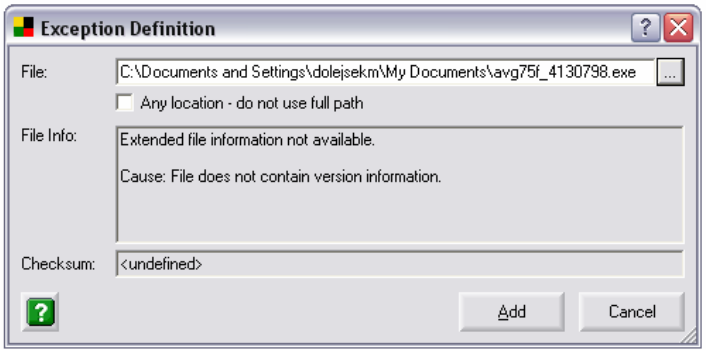
AVG is able to analyze and detect executable applications or DLL libraries that could be potentially unwanted within the system. In some cases the user may wish to keep certain unwanted programs on the computer, (programs that were installed on purpose). Some programs, especially free ones, include adware.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



All already defined and currently valid exceptions are listed within this dialog. You can add a new exception by clicking the New button. You can also change existing exceptions, by using the Edit button. By clicking the Remove button, you will delete the currently selected exception.

a) Defining a new exception for Potentially Unwanted Program

By pressing the ***New*** button, you can manually define a new exception:



In the ***File*** field, type the full path to the file that you want to mark as an exception. If you want to define this file as an exception only for the specific

location, then leave the checkbox ***Any location – do not use full path*** unchecked.

If you tick the checkbox, then the selected file (and any copies of the file) will be defined as an exception, no matter where they are actually located. You still need to fill in the full path to the specific file, since this will be used as the sample file (just in case more than one 'different' file with the same filename exists on your computer).

You can alternatively click this button ... to open a standard explorer dialog for easier location of the desired file.

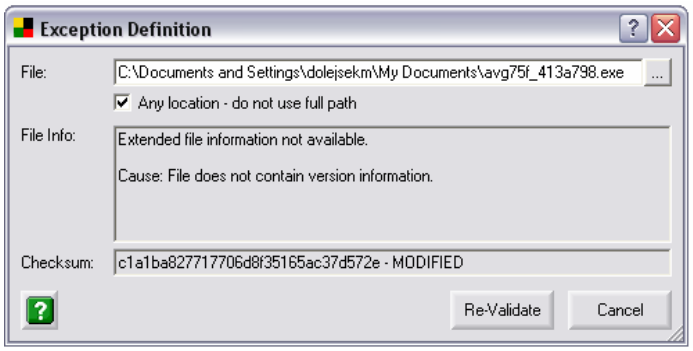
If there is any additional information available about the file (license/version information etc.), it will be displayed within the ***File info*** section.

The ***Checksum*** field displays the unique ”signature” of the chosen file. This Checksum is an automatically generated string of characters, which allows AVG to unequivocally distinguish the chosen file from other files. The Checksum is generated and displayed after successful addition of the file.

To confirm and save the new exception, click the Add button.

b) Editing an existing Potentially Unwanted Program exception

By pressing the ***Edit*** button, you can manually edit an existing exception:



During editing of the existing exception, the Checksum field might appear as MODIFIED. It means, that the file has been changed since its addition and does not correspond to the originally generated checksum. If you want to mark the edited file as a exception, press the ***Re-Validate*** button.

7.15. Information

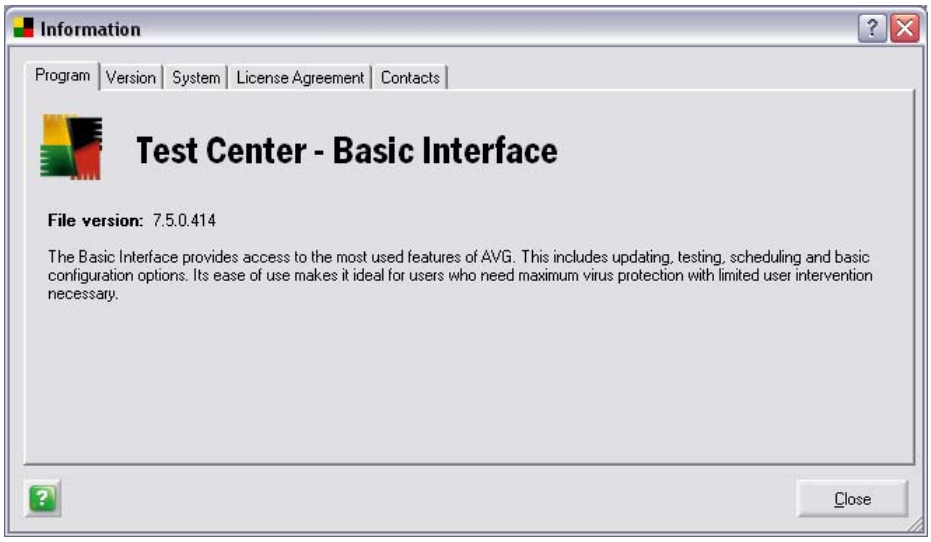
Information/...

Within this section you can find general AVG product and support related information:

a) About AVG, Contacts

Both these options launch a new window with five tabs providing AVG information:

- ***Program*** – provides information about the AVG Basic Test Interface
- ***Version*** – provides AVG version information and AVI database version information
- ***System*** – provides information on the current status of the operating system
- ***License Agreements*** – provides full wording of the AVG License agreement
- ***Contacts*** – provides an overview of the AVG vendor and AVG business partners contact information



b) Virus Encyclopedia

The Virus Encyclopedia option opens an online encyclopedia of known viruses with the possibility of searching for an information on specific viruses.

The Virus Encyclopedia is available online only; you must be connected to the Internet to be able to use it.

c) *Technical support by e-mail*

AVG Diagnostics is a supportive diagnostic utility distributed by AVG Technical Support. Its main purpose is to obtain information from the host computer. This information helps the Technical Support team to solve your problem with AVG by analyzing the collected logs, error reports, system information, suspicious files, your own comments and other data.

To learn more about **AVG Diagnostics** utility proceed to chapter 15.1 AVG Diagnostics utility.

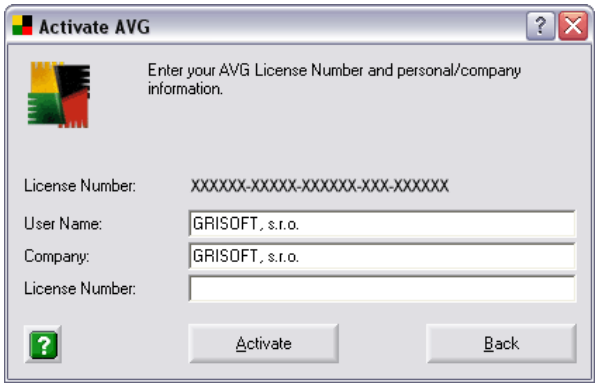
Note: *Under no circumstances does the AVG Diagnostics utility send any personal or other sensitive data from your computer without the user's explicit permission. The user is able to check the content of all collected files and to prevent any of them from being sent to AVG Technical Support.*

d) *Register on the web*

This option opens the AVG registration web page.

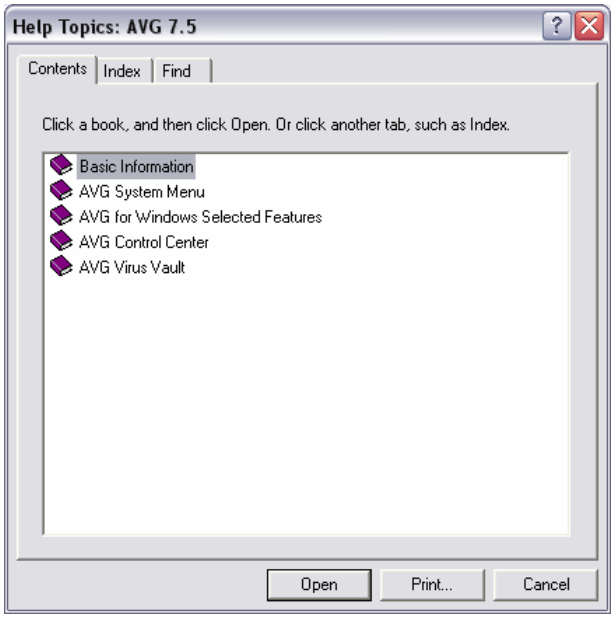
e) *Activate AVG*

This option launches a window asking you to type in your license number to active your AVG.



f) *Help topics*

This option launches an overview of help structure, help topics, and enables quick search within the help themes.



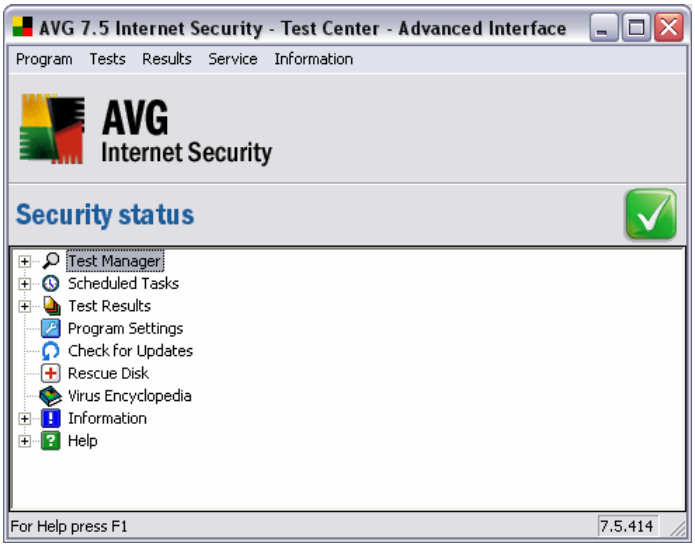
g) AVG Help

This option launches a new window with brief topic-related help.

8. AVG Advanced Test Center Interface

The ***Advanced Test Interface*** offers all AVG functions (scanning, updating, task planning, full configuration), and at the same time gives you greater control over all parts of AVG.

The ***Advanced Test Interface*** use is recommended to experienced computer users.



Additionally you can check the ***Security status*** of AVG in the Test Center top section. There are three possible signs:

-  Your computer is fully protected, up to date and all installed components are working properly
-  One or more components are incorrectly configured and you should pay attention to their properties/settings. The problem components will be listed in the status error message.
-  Indicates, that you have decided to ignore the reported faulty status of one of the components.

Note: *To quickly open the Control Center, simply double click the Security status section. To switch to the Basic Test Interface, select from the top menu Program/Switch to Basic Test Interface.*

In the ***Advanced Test Interface*** menu you will find the following items:

8.1. Test Manager

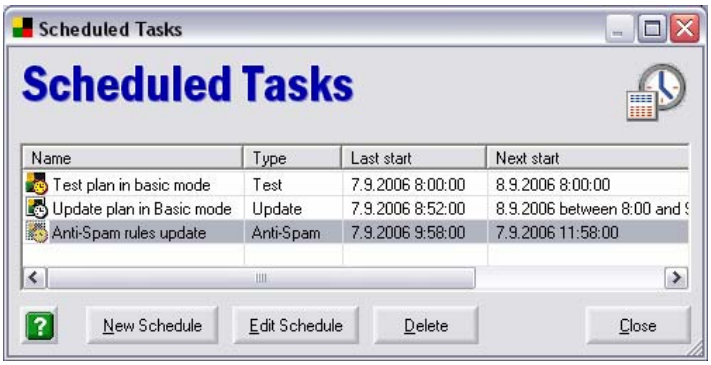
The ***Test manager*** menu branch contains a list of pre-defined tests that can be run using AVG. You can launch any of these tests from here.

For further information on test types refer to chapter 13. Tests Review.

8.2. Scheduled Tasks

The ***Scheduled tasks*** menu branch contains a list of planned AVG tests/AVG updates.

Double click the menu item to open a new ***Scheduled tasks*** dialog window:



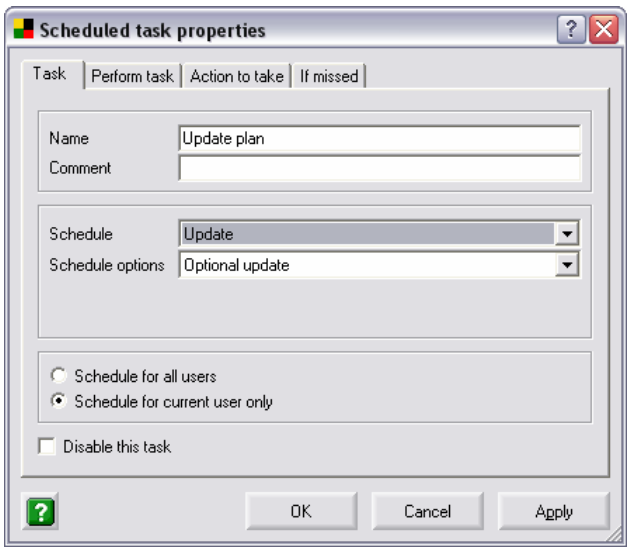
This dialog window provides a more in-depth description of each of the planned tasks:

- Name – the full name of the planned task
- Type – type of the planned task (update/test/Antispam)
- Last start – when the task was performed last time (date and time)
- Next start – when the task will be performed next time (date and time)
- Status – indicates the task settings status
- Scheduled for – for whom is the task scheduled

The bottom section of the window offers buttons you can use to add/edit the planned tasks:

a) New Schedule

The ***New schedule*** button opens a ***Scheduled task properties*** dialog window where you can define a new task and its parameters on four tabs:



- ***Task*** – specify the task ***Name*** and ***Comment*** (optional description), task type - ***Schedule*** (Test/Update/Anti-Spam rules update) and if available also ***Schedule options*** (priority for Updates and type of test for Tests).

  You can also decide whether the task is scheduled for all users or the current user only.

  Note: *To schedule the task for the current user only means the task will be launched from the Control Center after the respective user logs in. If you want to make sure the task will be launched even if nobody is currently logged in on the PC, it is recommended to schedule the task for a station; the task is then launched by the Alert Manager component and does not rely on the Control Center running.*

  Tasks that use the network drives (e.g. update run from within the network drive, or network drives test) must be planned for the current user only, and not for the station. The reason is that the Alert Manager runs under the Local System account and is not able to see the network drives. (This problem only applies to the Win NT system, i.e. Windows 2000, Windows 2003, Windows XP PRO etc..; it does not apply for Windows 95, Windows 98, Windows ME a Windows XP Home.)

  You can tick ***Disable this task*** checkbox to disable the task processing.

- ***Perform task*** – define the task periodicity, exact timing, and start/end date
- ***Action to take*** – decide whether you want to be notified before the task starts
- ***If missed*** – select what action shall be taken if the task launch has been missed

b) Edit Schedule

The ***Edit schedule*** button opens the same dialog window for a defined task, i.e. the task name and necessary parameters are defined already, and you have a chance to edit them.

c) Delete

The ***Delete*** button will remove the selected (highlighted) task from the list of tasks in the ***Scheduled tasks*** dialog window.

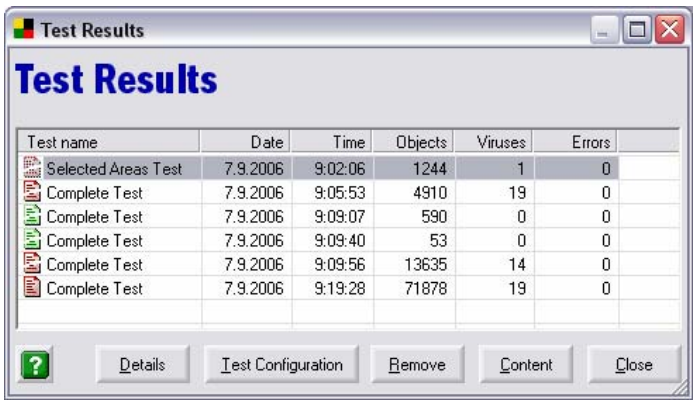
d) Close

The ***Close*** button quits the ***Schedule tasks*** dialog window.

8.3. Test Results

The ***Test Results*** menu branch contains a list of recently run tests, their parameters, and results.

Double click on the ***Test Results*** menu item to open a new window ***Test Results*** dialog window:



This dialog window provides more in-depth information on the run tests:

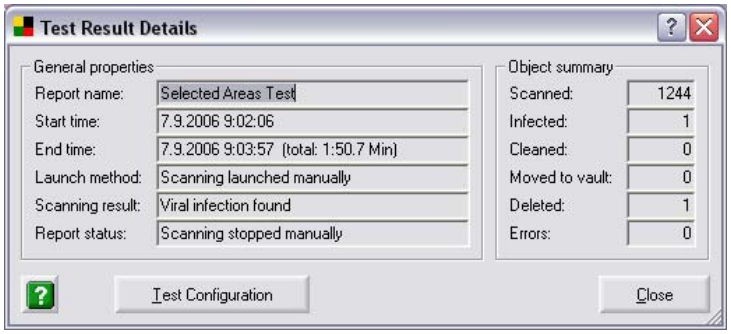
- ***Test name*** – the full name of the test performed
- ***Date*** – the date when the test was performed
- ***Time*** – the exact time when the test was performed
- ***Objects*** – number of objects scanned
- ***Viruses*** – number of viruses found (if there is a virus found, the test's icon in the list of tests appears red; if the scanning is interrupted, the test's icon appears as though torn apart)
- ***Errors*** – number of errors occurring during scanning

  Note: *For further information on the test results please consult chapter 13.1 d) – Complete Test - Results. This chapter describes warning messages informing of suspect object detection during the test run, detection of infected archives, and the embedded file treatment possibilities, and displayed test results filtering possibilities.*

The bottom section of the window offers the following operating buttons:

a) Details

The ***Details*** button opens a new window with detailed report of the selected test:

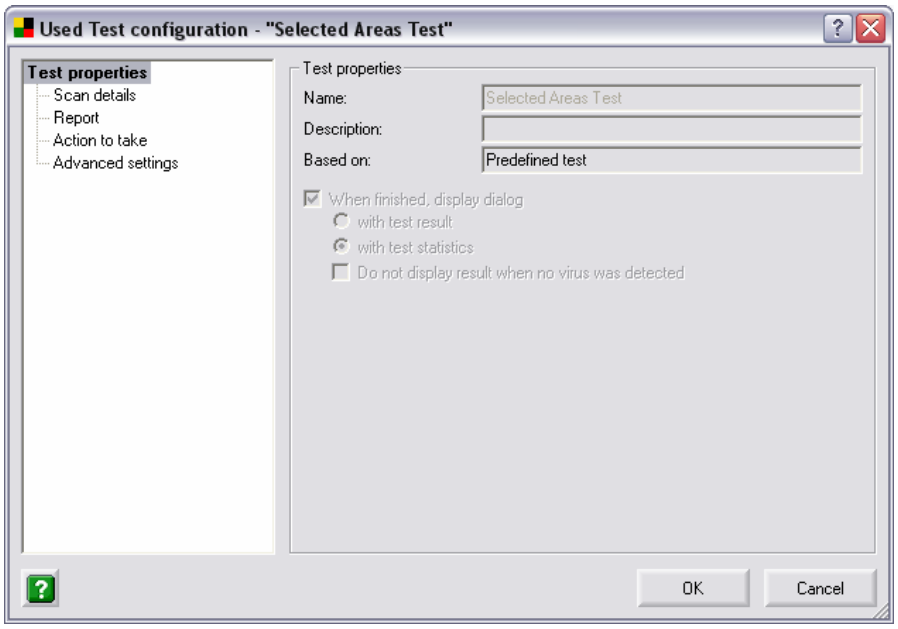


b) Test Configuration

The ***Test configuration*** button opens a window with a report of the performed test configuration settings. Within this window you can specify

various parameters of the test divided into groups represented by the left menu branches:

- ***Test properties*** – general description of the test
- ***Objects to scan*** – define what object should be scanned during the test run
- ***Scan details*** – define use of scanning methods; by the file extension you can specify objects that should/should not be scanned; and also you can decide whether archives should be scanned
- ***Report*** – select which specific situations occurring during scanning should be reported
- ***Action to take*** – define what should be done if a virus is found/if a warning is displayed
- ***Advanced settings*** – specify parameters of the scanning message windows; decide whether the Control Center should be closed once scanning is finished; specify test priority and define gaps during scanning



c) *Remove*

The ***Remove*** button deletes the selected (highlighted) test results from the list in the ***Test Results*** window.

d) *Content*

The ***Content*** button opens an overview of detailed test result information for the selected test. For more information on the dialog, consult chapter 7.4 Test Results, section d).

e) *Close*

The ***Close*** button quits the ***List of Test Results*** dialog window.

Note: *For further information on the test results please refer also to chapter 13.1 Complete Test - d) Complete Test - Results.*

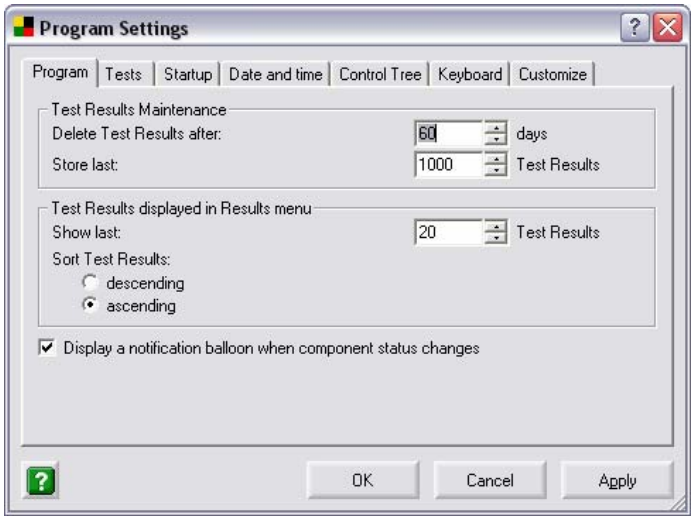
8.4. Program Settings

The ***Program settings*** branch opens a dialog with several tabs where you can define specific program parameters:

a) Program

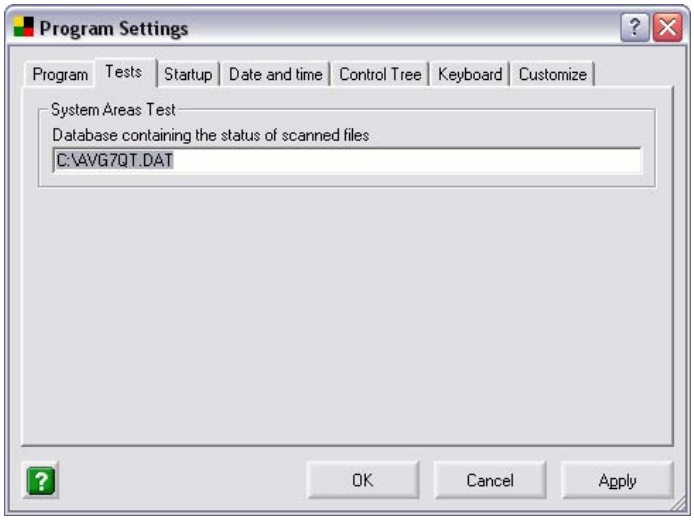
- ***Test Results Maintenance*** section
  - ***Delete Test Results after -*** specify for how long you want to store the test results
  - ***Store Last –*** specify how many last test results you want to store
- ***Test Results Displayed in Menu*** **section**
  - ***Show last*** – specify how many recent test results are displayed in the ***Test results*** branch of the ***Advanced Test Interface*** menu
  - ***Sort test Results*** – define what test results sorting you prefer

You can also select the option ***Display a notification balloon when component status changes***.



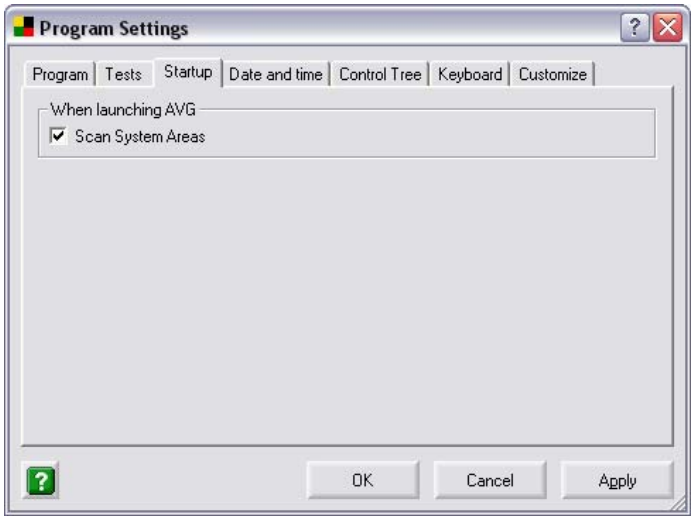
b) Tests

System Areas Test section – specify the name and location of the System Areas Test results database



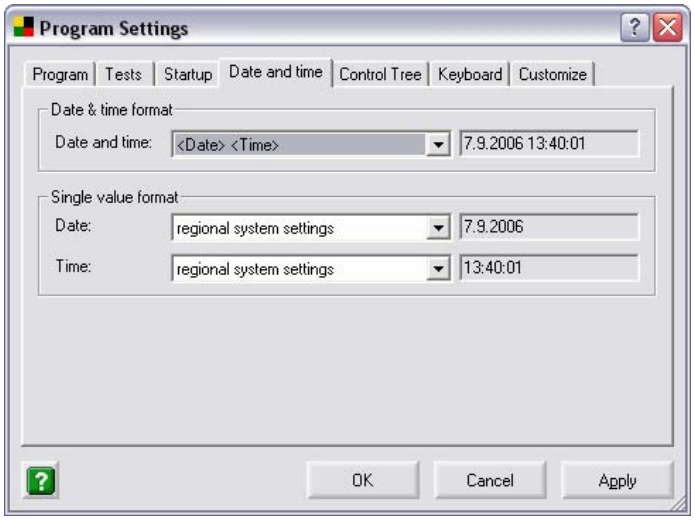
c) *Startup*

Scan System Areas – decide whether you want to run the System Areas Test at AVG launch

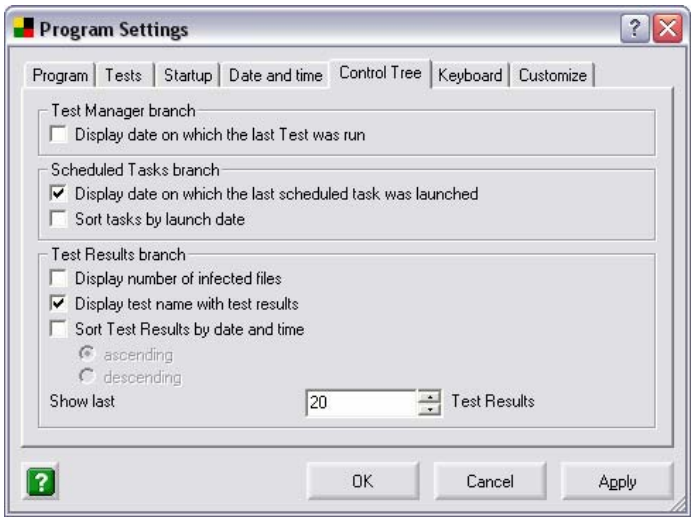


d) *Date and Time*

- ***Date and Time Format*** section
  - ***Date and Time*** – select the preferred way of date and time display (when the date and time values are being displayed together)
- ***Single Value Format*** section
  - ***Date*** - select the preferred way of date display
  - ***Time*** - select the preferred way of time display



e) *Control Tree*



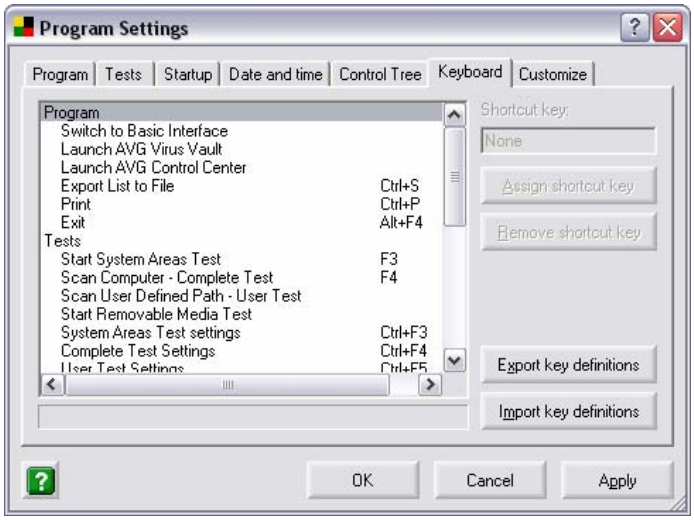
- ***Test Manager Branch*** section
  - ***Display Date on Which the Last Test Was Run*** – in the ***Advanced Test Interface*** menu enable/disable displaying of the date when the last test was launched
- ***Scheduled Tasks Branch*** section
  - ***Display Date on Which the Last Scheduled Task Was Launched*** – enable/disable displaying the scheduled task launch date together with the task's name
  - ***Sort Tasks by Launch Date*** – specify whether the scheduled tasks should be sorted chronologically according to the launch dates
- ***Test Results Branch*** section
  - ***Display Number of Infected Files*** – in the menu enable/disable displaying the number of infected objects found during scanning
  - ***Display Test Name with Test Results*** - enable/disable displaying the test name together with the test results information

- ***Sort Test results by Date and Time*** – specify whether the test results should be ascending /descending when sorted out by the test launch date
- ***Show Last (Test Results)*** – specify the maximum number of test results to be displayed in the menu

f) Keyboard

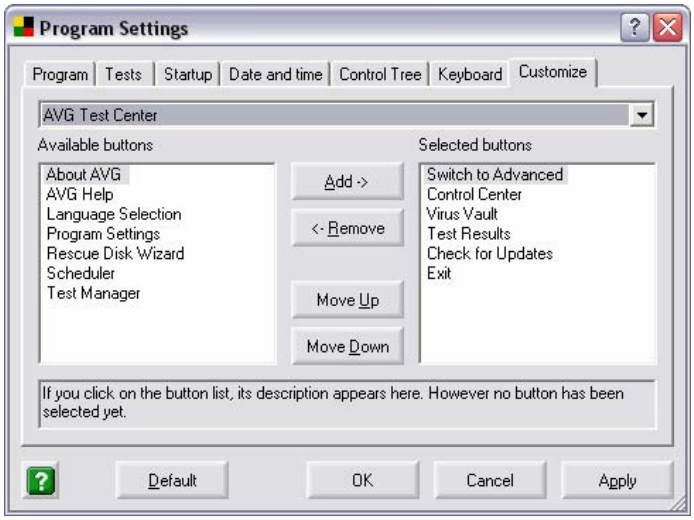
The ***Keyboard*** tab allows you to define your own keyboard shortcuts using the following operating buttons:

- ***Assign Shortcut Key*** – define a new keyboard shortcut for the selected function
- ***Remove Shortcut Key*** – remove the current keyboard shortcut assigned to a specific function
- ***Export Key Definitions*** – select directory where to which you want to export the current settings of the keyboard shortcuts
- ***Import Key Definitions*** – select directory from where you want to import the new settings of the keyboard shortcuts



g) Customize

The ***Customize*** tab allows you to define what AVG functions you want to have available in **Test Center**/**Control Center**:



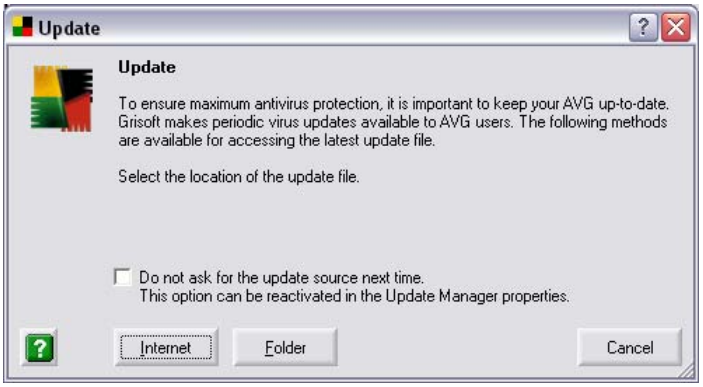
Separate tabs provide the following operating buttons:

- ***Default*** – change the customized configuration settings, and return to the default settings
- ***OK*** – apply all changes of the program parameters and close the dialog window
- ***Cancel*** – cancel all changes of program parameters, and close the dialog window
- ***Apply*** – apply all changes of the program parameters and leave the dialog window open

8.5. Update

The ***Update*** menu item launches a dialog window offering the immediate AVG update. The update can be performed either from the Internet or from the selected network directory. To cancel the update, press the ***Cancel*** button.

For further information on update possibilities refer to the chapter 14. Program Updates.



The dialog operating buttons are:

- ***Internet*** – launches the AVG update from the Internet

- ***Folde***r – opens a dialog window where you need to specify the update source directory (either local or network); press the ***OK*** button to confirm selection and launch the AVG update
- ***Cancel*** – closes the Update dialog window

If you want to use the same update files source repeatedly select the ***Do not ask for the update source next time*** option. Within the next update you will not be asked for the update source specification any more, and the update will be performed automatically from the source you have specified.

In the future, if you wish to restore the update source specification in the ***Update*** dialog, you can do so within the **Update Manager** component in the Control Center – for detailed settings description please refer to chapter 9.14 – Control Center – Update Manager, the ***Properties*** section**.**

8.6. Rescue Disk

From Windows XP onwards the rescue disk feature is not supported any more.

This functionality is useful when you need to remove viruses from a computer:

- that has sharing violations problem
- to which you do not have sufficient access rights
- that has infected its system areas

The ***Rescue Disk*** menu item launches a wizard that will lead you through the process of creating a rescue disc. To create the ***Rescue Disk*** follow the wizard's instructions.

8.7. Virus Encyclopedia

The ***Virus Encyclopedia*** menu item launches a window with the possibility of searching for a virus by its name within the known viruses' database. ***Virus Encyclopedia*** is available online only!

8.8. Information

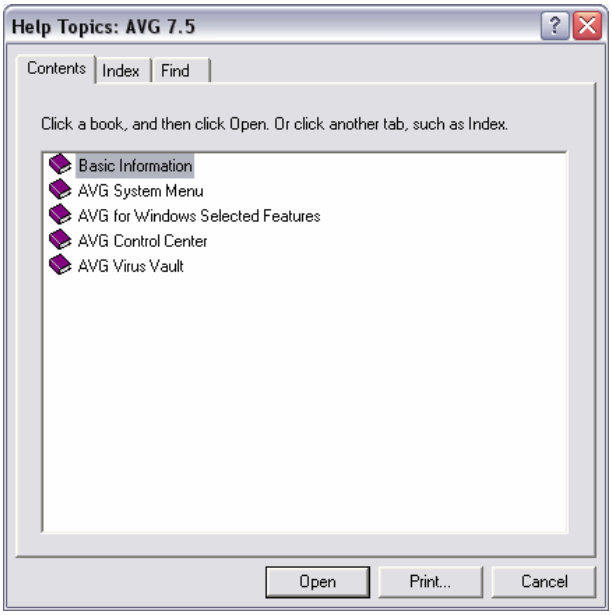
The ***Information*** menu item contains a list of sub-items corresponding to separate tabs of the newly opened dialog window with AVG information:

- ***Program*** **-** installed AVG version
- ***Version*** **-** license number used, user related data, program version, virus base version, and Anti-Spyware version
- ***System*** **-** operating system data
- ***License Agreement*** **-** full wording of AVG License Agreement
- ***Contacts*** **-** overview of AVG vendor and partners contact information

8.9. Help

The ***Help*** menu item launches a new window with structured quick help for AVG:

- ***Contents*** **–** topic related AVG information
- ***Index*** **–** detailed description of AVG themes with help provided
- ***Find*** **–** quick keyword search within the help information database



9. Control Center

The **Control Center** is the main controlling application of **AVG**. Within the **Control Center** environment, you can find items representing the separate installed components of **AVG 7.5 Internet Security**, and their respective control buttons that allow you to configure and maintain each component.

By default, the **Control Center** is started in reduced mode, where each item is listed in text format. You can switch to the extended mode at any time via the ***View*** menu Chapter 9.3. Control Center Top Menu - b) View.

The full color (yellow, black, red, and green) of the **Control Center** system tray icon on your Windows Taskbar indicates that all **AVG** components are active and fully functional. Gray icon coloring indicates a problem (inactive component, error status, old virus database, etc.). Double-click the system tray icon to open the main **Control Center** screen to edit a component.

Additionally you can check the ***Security status*** of AVG in the Control Center top section. There are three possible signs:

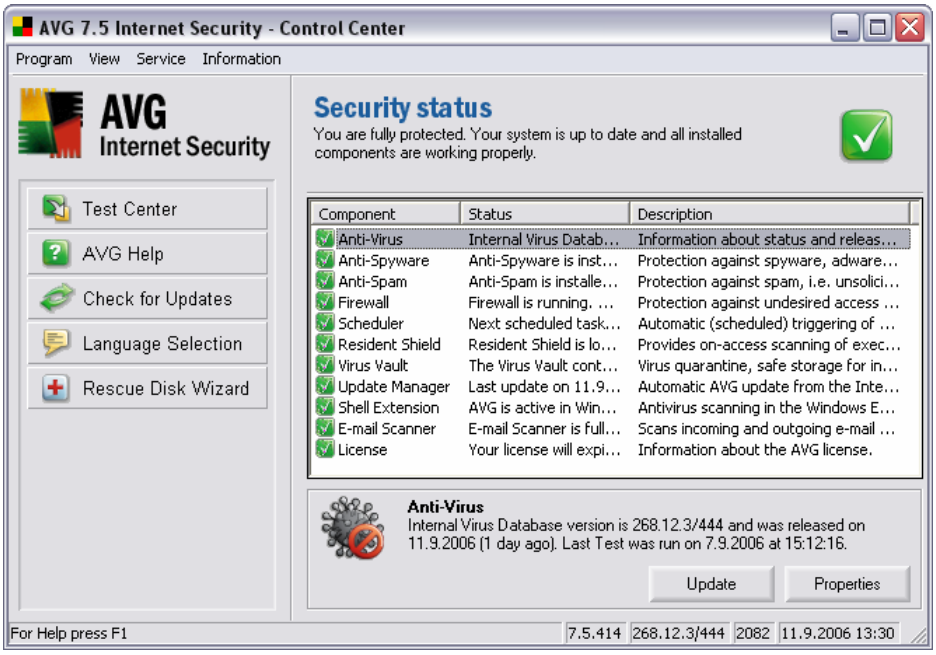
-  Your computer is fully protected, up to date and all installed components are working properly
-  One or more components are incorrectly configured and you should pay attention to their properties/settings. The problem components will be listed in the status error message.
-  Indicates, that you have decided to ignore the reported faulty status of one of the components.

9.1. Control Center Launch

To launch the **Control Center** you can either:

- press the ***Control Center*** button in the ***Test Center Basic Test Interface's*** left menu
- select ***Program /Launch Control Center*** from the top menu of either the ***Basic*** or ***Advanced Test Center Interface***
- double click on the AVG system tray icon in the windows taskbar

The **Control Center** opens in this environment:



Note: *The list of components displayed in the Control Center panel may differ according to the Control Center configuration, and also according to the components installed.*

9.2. Control Center Left Menu

The Control Center's left navigation offers by default the following menu items:

However, the menu items list can be modified, for details refer to chapter 8.4 Program Settings d) Keyboard

a) Test Center

The ***Test Center*** menu item launches the **Test Center** application.

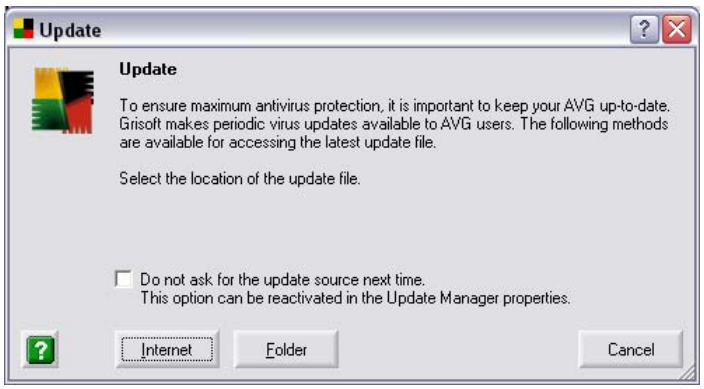
For details on the Test Center Basic/Advanced Test Interface refer to chapters 7. AVG Basic Test Center Interface and 8. AVG Advanced Test Center Interface.

b) AVG Help

The ***AVG Help*** menu item shows the help window with the description of **Control Center** items.

c) Check for Updates

The ***Check for Updates*** menu item opens the ***Update*** dialog window:



The dialog operating buttons are:

- ***Internet*** - launches AVG update to download the latest updates from the Internet
- ***Folder*** – opens a dialog window where you can specify an update source directory (either local or network); press the OK button to confirm selection and launch AVG update
- ***Cancel*** – closes the Update dialog window

For details on update types and possibilities please refer to chapter 14. Program Updates.

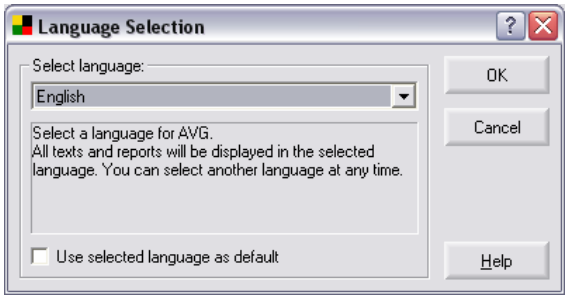
d) Rescue Disk Wizard

The ***Rescue Disk Wizard*** menu item launches the initial ***Rescue Disk Wizard*** dialog window:

For details on Rescue Disk creation and use please refer to chapter 8.6 Rescue Disk.

e) Language Selection

The ***language Selection*** menu item launches the ***Language Selection*** dialog window. Here you can select the interface language from all installed languages.:



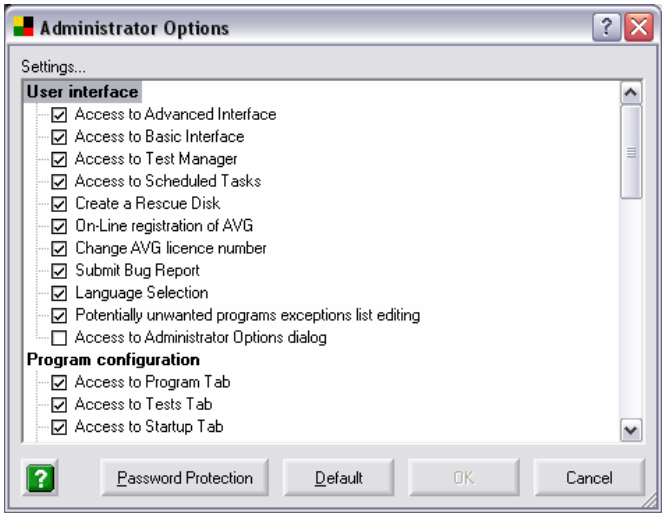
Note: If you only installed English, then this button will not be available.

9.3. Control Center Top Menu

In addition to the standard menu items (common for all **AVG** environments), the **Control Center** top menu provides the following options:

a) Service / Administrator options

This option opens a new dialog where you can configure (enable/disable) accessibility of specific **AVG** functions.



The dialog window provides the following operating buttons:

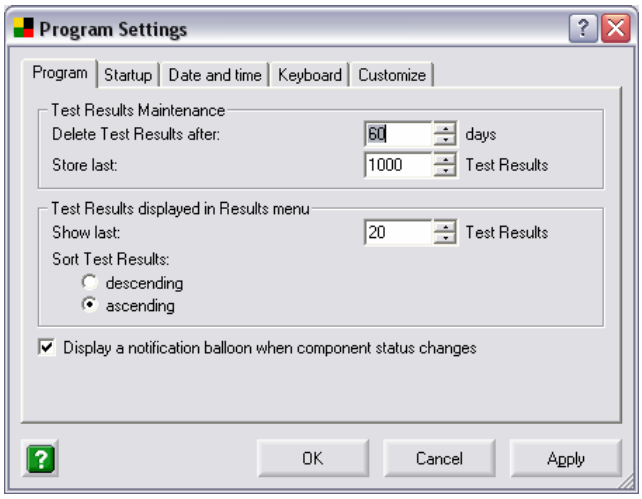
- ***Password protection*** – allows you to define and confirm a password that will secure access to the **Administrator Options** dialog.
- ***Default*** – returns the administrator options settings to default
- ***OK*** – accepts all performed changes, and closes the dialog
- ***Cancel*** – closes the dialog without accepting the performed changes

b) View

Here you can select which components should be displayed in the main ***Control Center*** area, and whether these are displayed in reduced or extended mode.

c) Service / Program settings

This option opens the **Program Settings** dialog windows where you can find five tabs with all possibilities for full **AVG** configuration. For a detailed description of specific tabs please refer to chapter 8.4 Program Settings.



9.4. AVG Components in Control Center

In the main box of the **Control Center** you can see a list of all installed AVG components (in reduced mode), or panels representing the AVG components (in extended mode). To edit a component, just click the respective panel (or item in the list), and use the operating buttons in the bottom section of the **Control Center** window.

Whenever a component's state is erroneous, (e.g. the virus database has not been updated recently and is out-of-date), the component will be listed with a red "warning" icon, and the program system tray icon will turn gray. In the extended mode the component's panel will be highlighted in red. It is recommended that you pay close attention to such highlighted components, and keep the state of all components optimal in order to ensure correct functioning of AVG.

9.5. Control Center System Tray Icon

The **Control Center** icon appears on the system tray, and helps you to monitor AVG's current status. If all AVG components are fully functional, the icon is depicted in color. However, if the icon turns gray, at least one AVG component needs your attention! In that case double click the system tray icon to open the **Control Center**, and review the separate components status.

9.6. Control Center Components

The **Control Center** allows management of these AVG components:

- Anti-Virus
- Anti-Spyware

- Anti-Spam
- Firewall
- Scheduler
- Resident Shield
- Virus Vault
- Update Manager
- Shell Extension
- E-mail Scanner
- License

9.7. Control Center - Anti-Virus

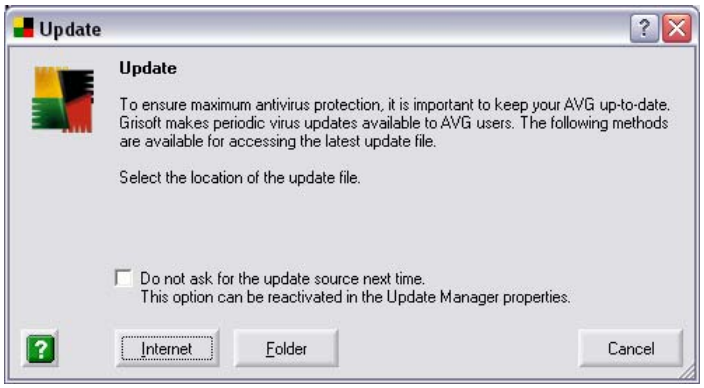
The ***Anti-Virus*** component contains information on all currently known viruses.

Important: *If the virus database is older than 7 days, it is considered to be outdated. To signal this, the component changes its internal state to error and turns red. Please remember that reliable antivirus protection can be achieved only if you update your antivirus system regularly and frequently. You can find more details on updates in chapter 14. Program Updates.*

The ***Anti-Virus*** panel's operating buttons are:

a) Update

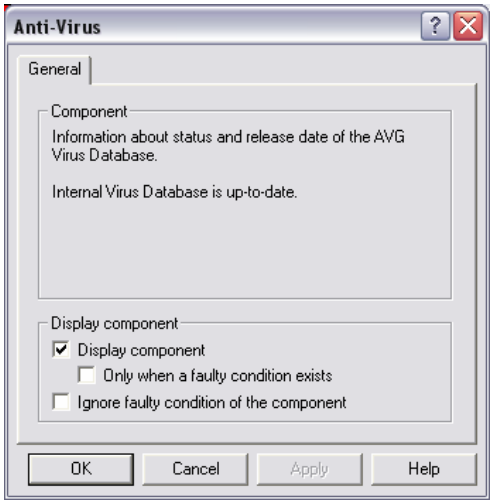
The ***Update*** button opens the manual update dialog window. If not updated, the **Anti-Virus** database becomes out-of-date after 7 days!



For details on update types and possibilities please refer to chapter 14. Program updates.

b) Properties

The ***Properties*** button provides a brief overview of the **Update** component's information. Also you have a chance to define how the component will be displayed in the **Control Center**:

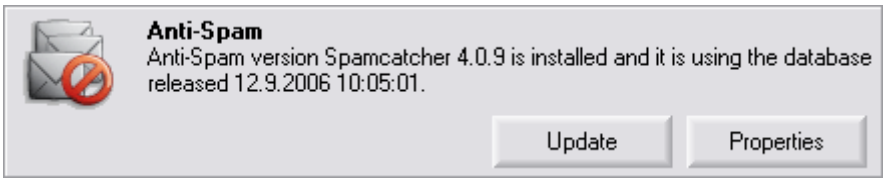


9.8. Control Center - Anti-Spyware

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

The ***Anti-Spyware*** component in **AVG 7.5 Internet Security** allows you to fully scan your computer for malware/spyware. It also detects *sleeping and non-dangerous* malware, i.e. malware that has been downloaded but not yet activated.

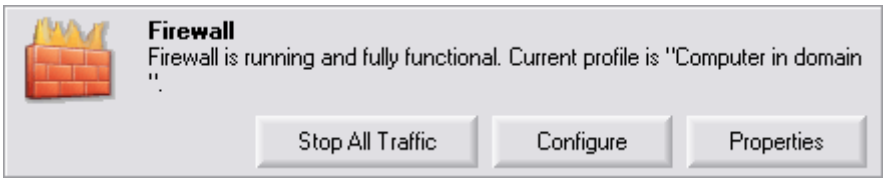
9.9. Control Center - Anti-Spam



The ***Anti-Spam*** component checks all incoming e-mail messages and marks unwanted e-mails as (SPAM). It uses several analyzing methods to process each e-mail message, offering maximum possible protection against unwanted e-mail messages.

It requires very little maintenance, whilst allowing the user to customize several anti-spam options. To get more information about ***Anti-Spam*** features and settings, see chapter 11. Anti-Spam.

9.10. Control Center - Firewall

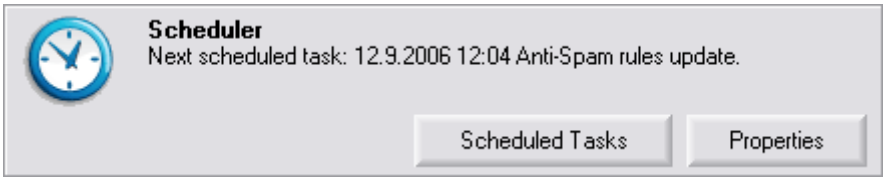


The ***Firewall*** component controls all traffic on every single network port of your computer. Based on the defined rules, the **Firewall** evaluates applications that are either running on your computer and want to connect to the network (local network or the Internet), or applications that approach your computer from outside trying to connect to your PC. For each of these applications the **Firewall** either allows or forbids their communication on the network ports.

To get more information about **Firewall** features and settings, please refer to chapter 10. Firewall.

9.11. Control Center - Scheduler

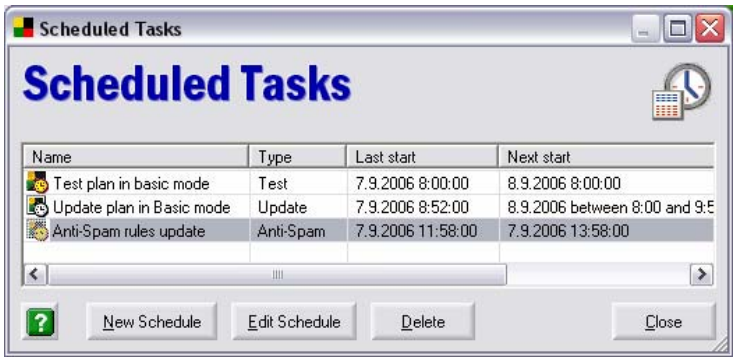
The ***Scheduler*** controls scheduled events, such as updating and scanning.



The ***Scheduler*** panel's operating buttons are:

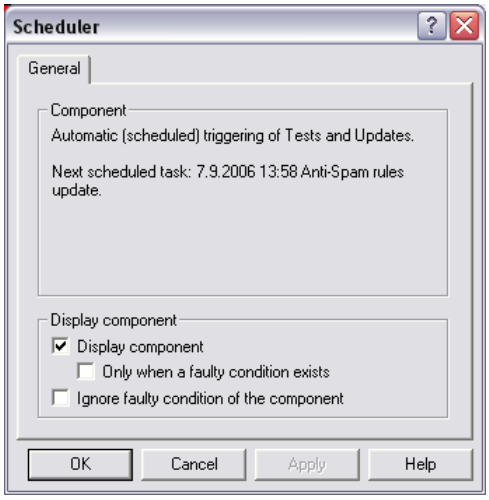
a) Scheduled Tasks

The ***Scheduled Tasks*** button launches the ***Scheduled Tasks*** window: the dialog and task scheduling options are described in detail in chapter 8.2 Scheduled Tasks



b) Properties

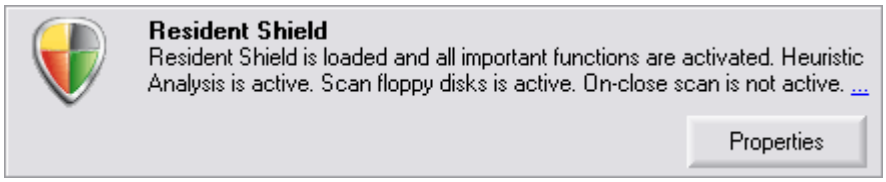
The ***Properties*** button shows the ***Scheduler*** component's general info and allows you to specify the component's display options:



9.12. Control Center - Resident Shield

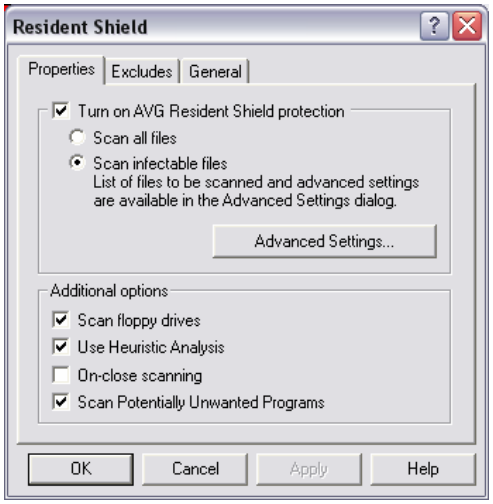
a) *Resident Shield Properties*

The ***Resident Shield*** component performs live protection of files and folders against viruses, spyware and other malware. This feature has to be activated first in the Resident Shield **Properties** dialog.



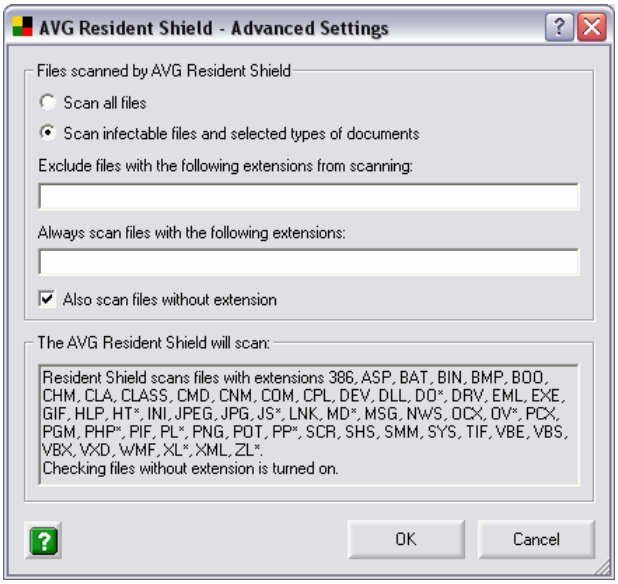
Use the ***Properties*** control button to open a new dialog window for ***Resident Shield*** configuration. The dialog opens with three tabs:

o ***Properties*** – The tab offers a range of possible **Resident Shield** scanning options to select from:



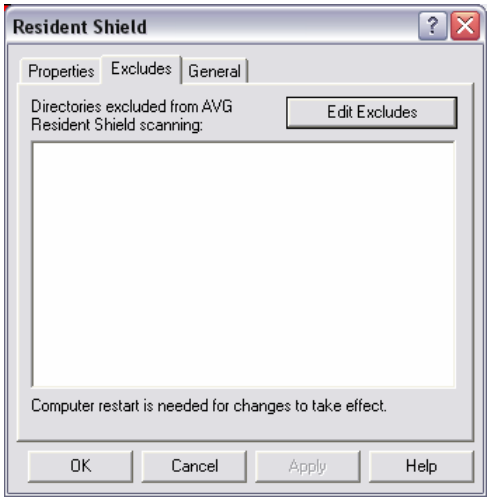
- ***Advanced Settings*** – opens the dialog window ***Resident Shield advanced settings***, where it is possible to configure which files will be scanned (all or only infectable files). You can further define which

types of file (by specific extensions) will/will not be scanned. According to these settings the **Resident Shield** will skip or include the chosen extension during the scanning process.

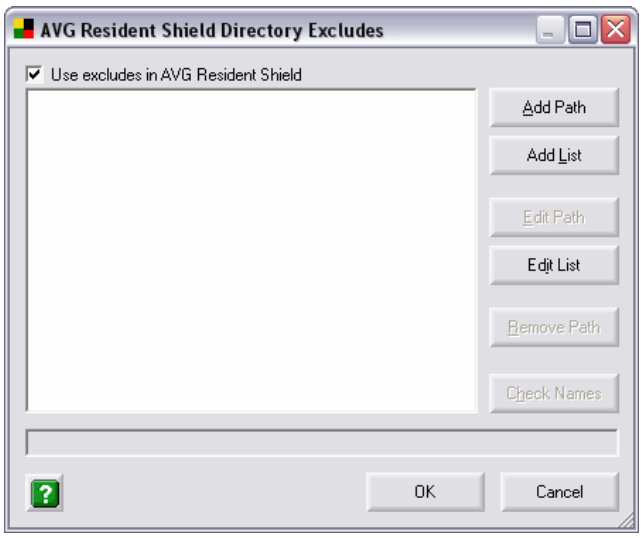


o ***Excludes*** – The ***Excludes*** tab offers the possibility of defining folders that should be excluded from the **Resident Shield** scanning. If this is not a must, we strongly recommend not excluding any directories! If you decide to exclude a folder from **Resident Shield** scanning, mark the ***Use excludes in Resident Shield*** check box. The new settings will manifest only after the computer restart!

Please note: *Exceptions for Potentially Unwanted Programs should be defined in a different dialog. See chapter* *7.14 Potentially Unwanted Programs Exceptions**.*



Use the ***Edit Excludes*** button to open a new dialog where you can directly specify the folders to be excluded from scanning:



This dialog provides the following control buttons:

- ***Add path*** – offers you to specify directories to be excluded from the scanning by selecting them one by one from the local disk navigation tree
- ***Add list*** – allows you to enter the whole list of directories to be excluded from the **Resident Shield** scanning
- ***Edit path*** – allows you to edit the specified path to a selected folder
- ***Edit list*** – allows you to edit the list of folders
- ***Remove path*** – allows you to delete the path to a selected folder from the list
- ***Check names*** – verifies that the provided paths are valid paths leading to existing folders on the local disk, and removes all possible mistaken paths
- ***OK*** – accepts all new settings, and closes the dialog window
- ***Cancel*** – closes the dialog window without accepting the changes

o ***General*** – The ***General*** tab offers an overview of general information on the ***Resident Shield*** component, and allows you to define whether the component should be displayed always, or only when a faulty condition exists, or whether the component's faulty condition should be ignored:

b) *Resident Shield Findings*

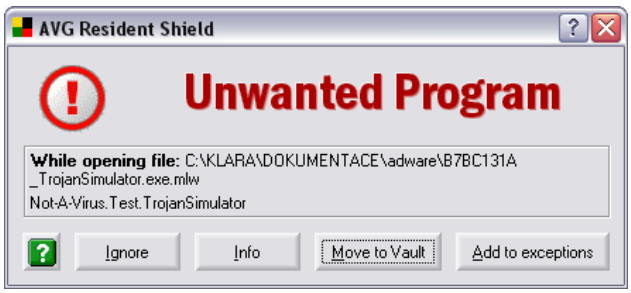
According to the set-up configuration, the Resident Shield continuously examines folders and files as these are being opened, closed, and saved. If a suspect object is detected, you will be immediately informed about the finding with this warning dialog:

The ***Resident Shield – Virus Detected*** dialog informs you about the process during which the suspect file was detected, it also provides information on the detected object location, and may even identify the infection type (if it is a known infection). The dialog also offers several operating buttons you can use for further treatment of the infected object:

- ***Ignore*** – ignores the Virus Detected warning, and allows you to continue working (and also forbids access to the threat)
- ***Info*** – open the on-line virus encyclopedia where you can look up detailed information on the identified virus
- ***Heal*** – allows you to heal the infected object if the cure for this kind of infection is available
- ***Move to Vault*** – moves the infected object into the Virus Vault (and also removes it from its current location)

AVG is able to analyze and detect executable applications and DLL libraries that could be potentially unwanted within the system. Generally known as **Potentially Unwanted Programs** (for example spyware, adware).

If a **Potentially Unwanted Program** is found during a continuous system check by the Resident Shield, you will be notified by the following dialog:

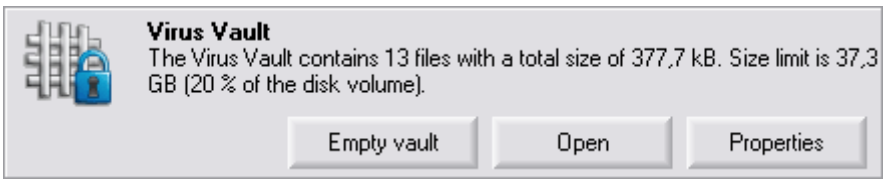


The dialog informs you about the detected Potentially Unwanted Program location and offers several operating buttons you can use for further treatment of the suspicious file:

- ***Ignore*** – ignores the Resident Shield warning, and allows you to continue working (and also forbids access to the threat)
- ***Info*** – opens the on-line virus encyclopedia where you can look up detailed information on the identified threat
- ***Move to Vault*** – moves the potentially unwanted object into the **Virus Vault** (and also removes it from its current location)
- ***Add to exceptions*** – allows to keep the Potentially Unwanted Program in the system and define it as a Potentially Unwanted Programs Exception. (Chapter 7.14). A confirmation dialog will be displayed.

9.13. Control Center - Virus Vault

The ***Virus Vault*** works as a storage of suspect/infected object, and provides options for their further treatment or healing.



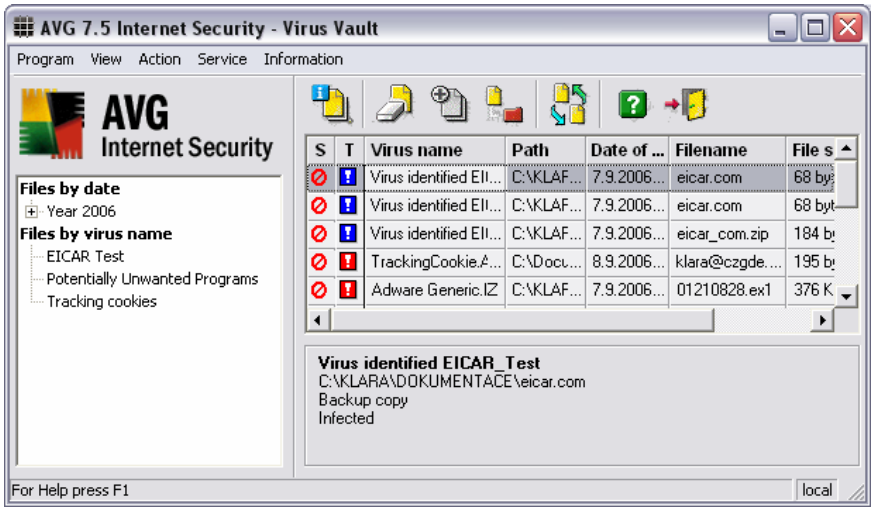
The ***Virus Vault*** panel's operating buttons are:

a) Empty vault

Deletes all objects stored in the ***Virus Vault***.

b) Open

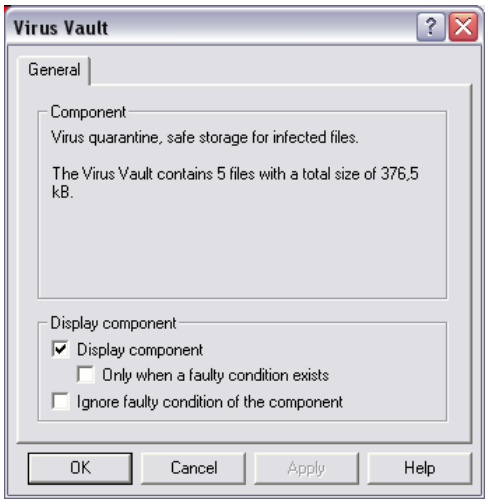
Opens the ***Virus Vault*** application:



For further details on the Virus Vault environment and possibilities of use please refer to chapter 12. Virus Vault.

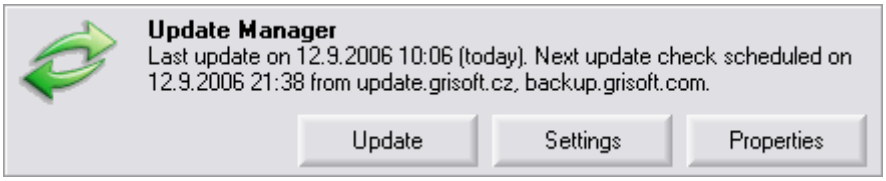
c) Properties

Offers a brief overview of the **Virus Vault** component information and allows you to define the required display options for the component:



9.14. Control Center - Update Manager

The ***Update Manager*** controls the AVG updates.

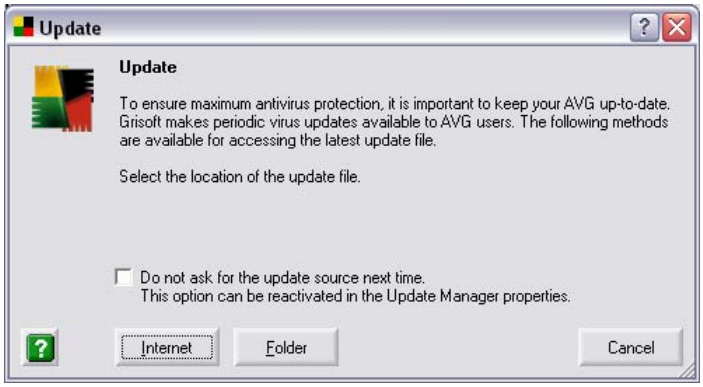


The ***Update Manager*** panel's operating buttons are:

a) Update

The ***Update*** button opens a new dialog window offering an immediate update of AVG. The update can be performed by selecting the respective operating button:

- ***Internet*** - downloads the update files directly from the Internet
- ***Folder*** - performs the update from a directory where you have previously downloaded the update files from the Grisoft server



For further information on update types and possibilities please refer to chapter 14. Program Updates.

b) Settings

The ***Settings*** button opens the ***AVG Inet*** dialog window with four tabs where you can configure your Internet connection parameters and define the update source:

- ***Proxy***

  The proxy server is a stand-alone server or a service running on a PC that guarantees safer connection to the Internet. According to the specified network rules you can then access the Internet either directly or via the proxy server; both possibilities can also be allowed at the same time.

  On the ***Proxy*** tab - based on the rules specified for your network – you should then specify whether you want to connect to the Internet via proxy server. Unfold the combo box list to select from these options:

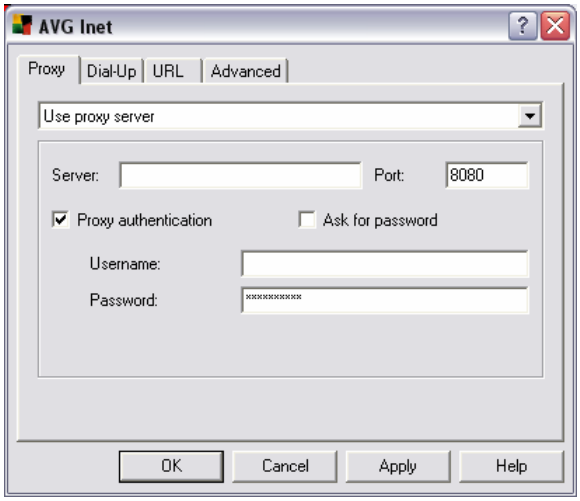
  - Do not use proxy server
  - Use proxy server
  - Use proxy server, if it fails try direct connection

  If you use the ***Use proxy server, if it fails try direct connection*** or the ***Use proxy server*** option, you need to further specify the following items:

  - ***Server –*** specify the server's IP address (or the name of the server)
  - ***Port*** – specify the number of the port that enables Internet access (by default, this number is set to 8080 but can be set differently – if you are not sure, contact your network administrator)

The proxy server can also have configured specific rules for each user. If your proxy server is set up this way, check the ***Proxy Authentication*** option to verify that your user name and password are valid for connecting to the Internet via proxy server (within this dialog, the options of ***Ask for password***, ***User name***, ***Password*** will activate).

If the ***Ask for password*** option is marked, the specified password will not be saved and used automatically; instead you will be asked for the password every time you access the proxy server to connect to the Internet. Otherwise you can specify your user name (***User name***) and your password (***Password***) in this dialog; with the next update launch these data will automatically be used to connect to the proxy server.

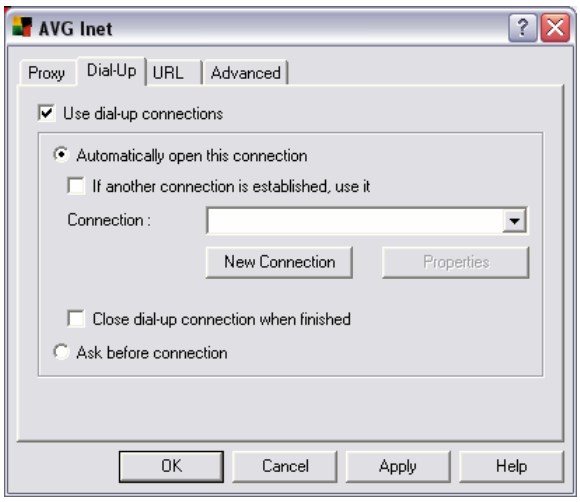


- ***Dial-Up***

All parameters optionally defined on the ***Dial-Up*** tab refer to the dial-up connection to the Internet. The tab's fields are inactive until you mark up the ***Use Dial-Up connections*** option that activates the fields.

Specify whether you want to connect to the Internet automatically (***Automa***tically open this connection) or you wish to confirm the connection manually every time (***Ask before connection***). For the automatic connection, select from the list of set-up connection the one that should be used (***Connection***), or define a new one (***New Connection***).

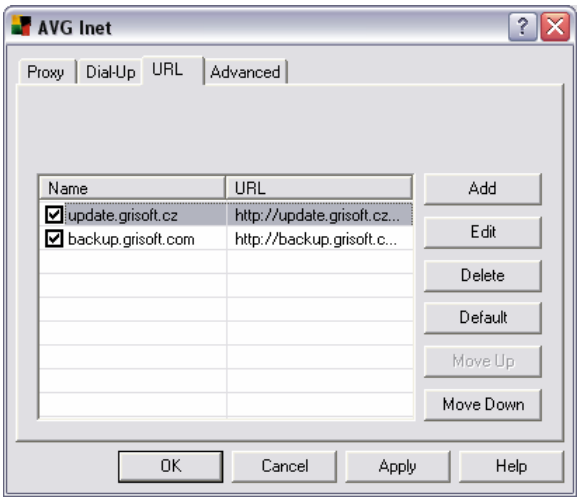
Then you can decide whether the connection should be closed after the update is finished (***Close Dial-Up connection when finished***).



o ***URL***

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

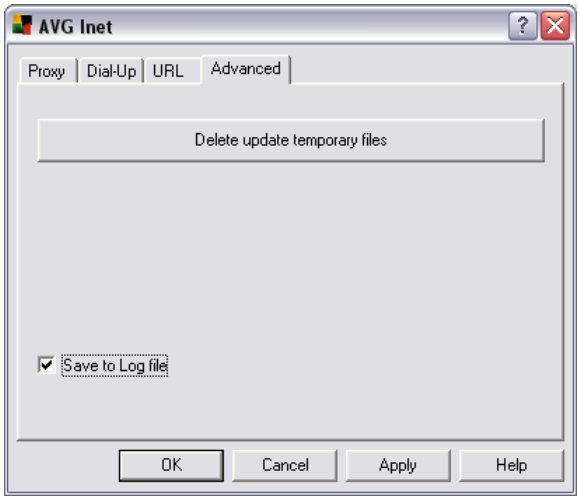
- ***Add*** – opens a dialog where you can specify a new URL to be added to the list
- ***Edit*** - opens a dialog where you can edit the selected URL parameters
- ***Delete*** – deletes the selected URL from the list
- ***Default*** – returns to the default list of URLs
- ***Move Up*** – moves the selected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



o ***Advanced***

The ***Advanced*** tab offers a possibility to delete all update temporary files that AVG may have created during the update process. To clear all such temporary files, simply click the ***Delete update temporary files*** button.

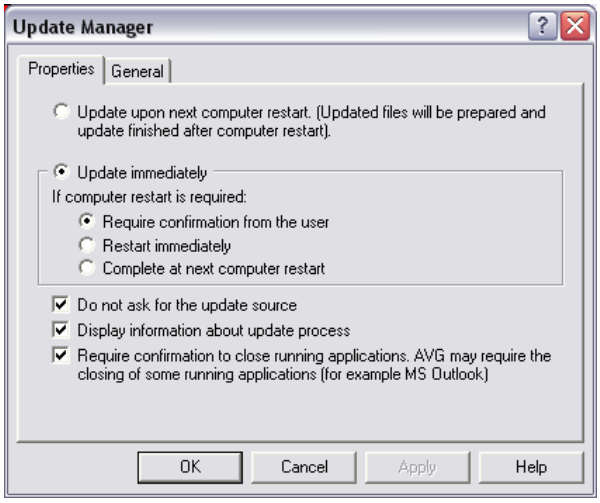
If you prefer to log all delete actions, keep the ***Save to Log file*** check box ticked.



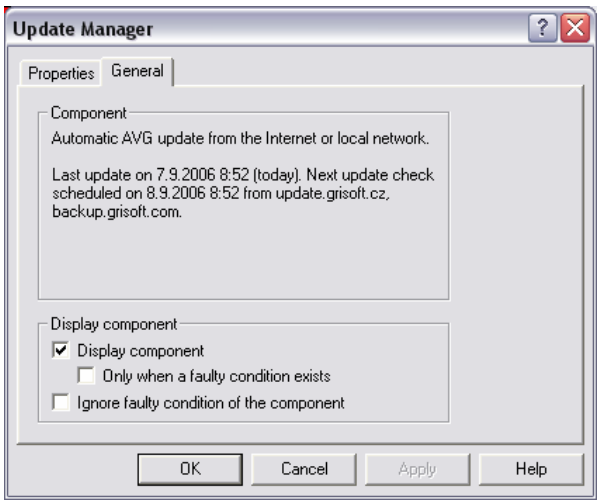
c) *Properties*

The ***Properties*** button opens the Update Manager dialog window with two tabs:

- ***Properties*** – on this tab you can specify whether the update should be performed after your computer restart (Update upon next computer restart) or immediately (Update immediately) – for this option you can further define the behavior of AVG if the computer needs to restart.
- The ***Do not ask for the update source*** item allows you to enable/disable the option of selection of the update files source in the Update dialog.
- Next, specify rules for the update process information display (***Display information about update process***) and for AVG behavior toward other running applications that may collide with the update process.

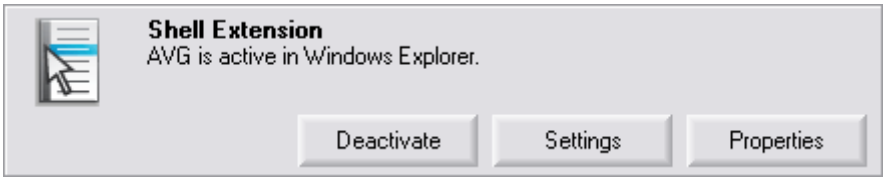


- ***General –*** this tab provides a brief overview of the ***Update Manager*** component information, and you can define the component's display parameters:



9.15. Control Center - Shell Extension

The ***Shell extension*** activates the AVG functions in the Windows Explorer application so that you can test locations and objects within the Windows Explorer file browser by clicking the right mouse button and selecting the ***Scan with AVG*** option.



The ***Shell Extension*** panel's operating buttons are:

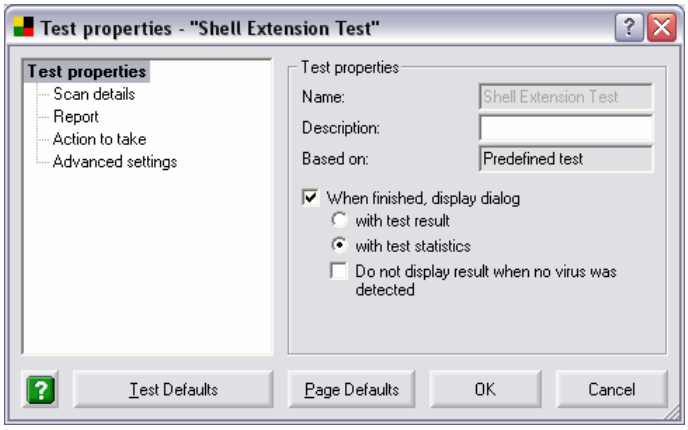
a) Deactivate

The ***Deactivate*** button switches the ***Shell Extension*** component off

b) Settings

The ***Settings*** button opens a ***Test Properties "Shell Extension Test"*** dialog window. In the left part of this dialog you can see the navigation tree with branches responding to the "tabs" of a dialog window. The following configuration dialogs are offered within the navigation tree:

- ***Test properties*** – in this dialog you can define the test name (***Name***), optionally also a detailed test description (***Description***). In the ***Based on*** section it is specified that the test was pre-defined by the **AVG** vendor. Further you can specify in what format and extent the test results should be displayed (***When finished, display dialog***).



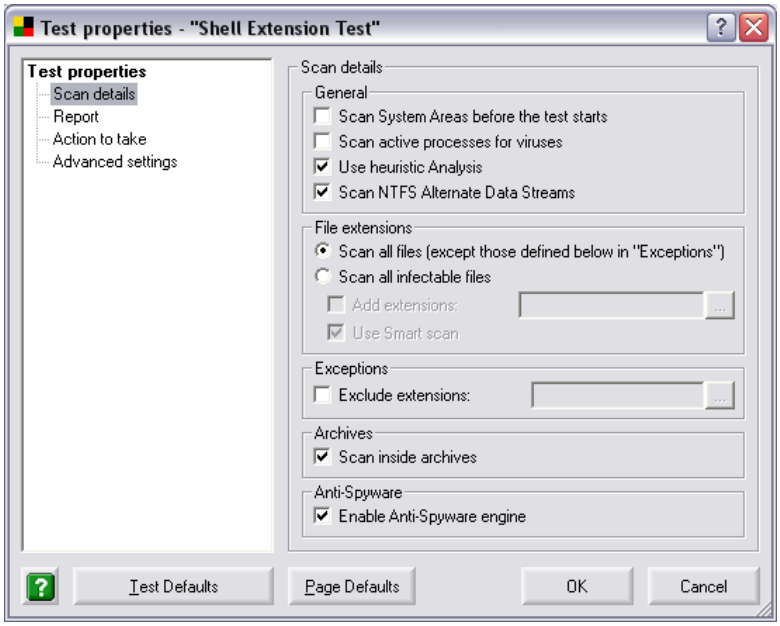
- ***Scan details*** – in this dialog you can define whether the system areas should be scanned and what methods should be used for scanning (***General***). If you prefer not to ***Scan NTFS Alternate Data Streams***, uncheck this check box.

  Note: *NTFS Alternate Data Streams is a Windows feature that can be misused by attackers (hackers mostly) for hiding data, especially rootkits, viruses, trojans, etc. Therefore it is recommended to keep this default settings checked.*

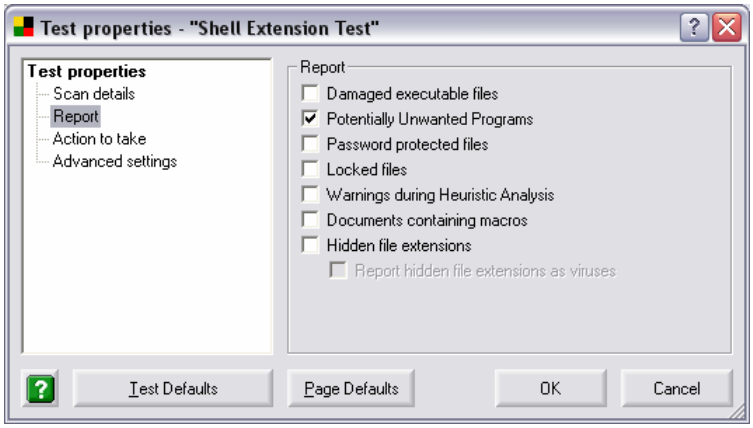
  You can also scan all active operating system's processes by ticking the ***Scan active processes for viruses*** check box. An Active process is basically a running application, that may be a regular software or also a virus/spyware/malware or different type of danger.

  Further, decide whether the scanning should be performed on all files or only on 'infectable' files (***File extensions***), and you may also define extensions of files that will be excluded from scanning (***Exclusions***). You can also select the option of scanning files inside archives (***Archives***).

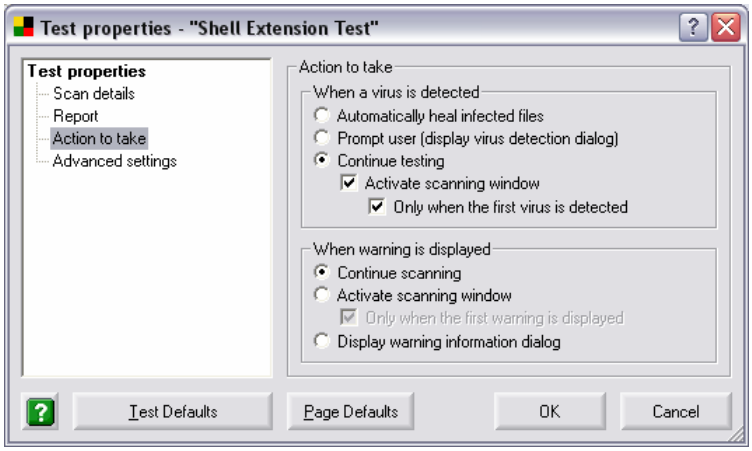
  In the ***Anti-Spyware*** section you can disable/enable scanning for spyware/malware with the Anti-Spyware engine (***Enable Anti-Spyware engine(s)*** check box).



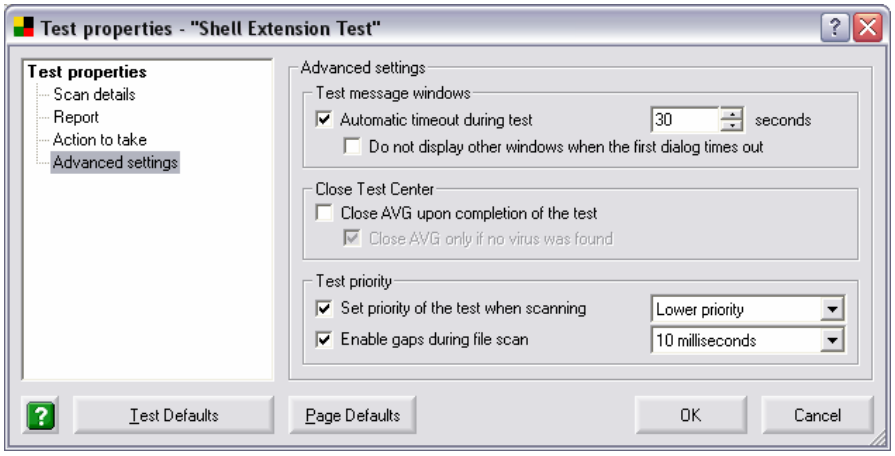
- ***Report*** – the ***Report*** dialog offers a list of situations that may be encountered during scanning. Select those that you want to be informed about:



- ***Action to take*** – in the next dialog define actions that should be taken if a virus is detected (***When a virus is detected***) and while the warning (with parameters specified on the previous tab) is being displayed (***When warning is displayed***).



- ***Advanced settings*** – this dialog allows you to specify for how long the AVG warning message should be displayed (***Test message windows***) and whether the **Test Center** should be closed once the test is finished (***Close Test Center***). In the ***Test priority*** section you can select what priority the test should be assigned and how long the gaps between scanning separate files should be (the bigger the gaps, the longer the whole test takes but at the same time the overall system load decreases; this setting might be useful for older and slower computers).

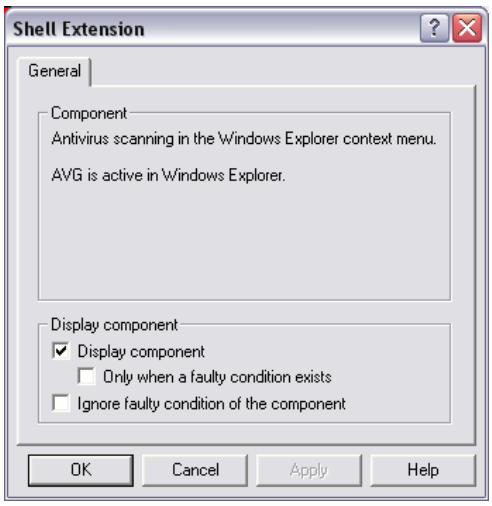


For all tabs of the ***Test Properties "Shell Extension Test"*** dialog window the accessible operating buttons are:

- ***Test Defaults*** – returns the parameters edited on all dialog window tabs back to default values
- ***Page Defaults*** – returns the parameters edited on a specific dialog tab back to default values
- ***OK*** – accepts changes, and closes the dialog window
- ***Cancel*** – closes the dialog window without accepting the changes

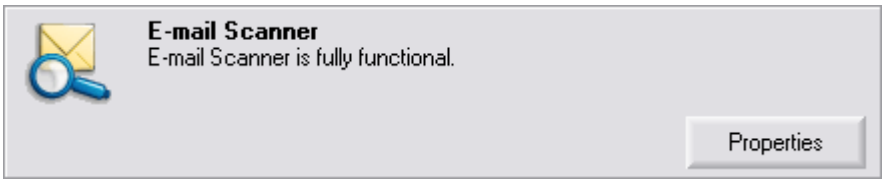
c) *Properties*

The button ***Properties*** shows the ***Shell extension*** component's general info and allows you to specify the component's display options:



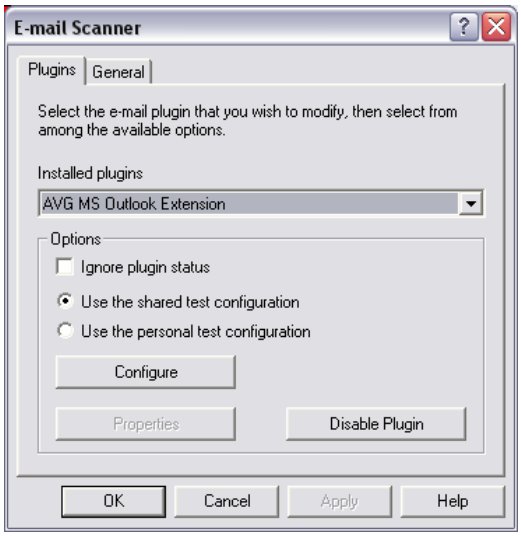
9.16. Control Center - E-mail Scanner

The **E-mail scanner** scans incoming and outgoing e-mail messages.



Use the ***Properties*** control button on the ***E-mail Scanner*** panel to open the editing dialog window with two tabs:

- ***Plugins*** – This tab allows you to configure behavior parameters for all installed AVG plugins for specific e-mail clients:



In the ***Options*** Section you can set up the following parameters:

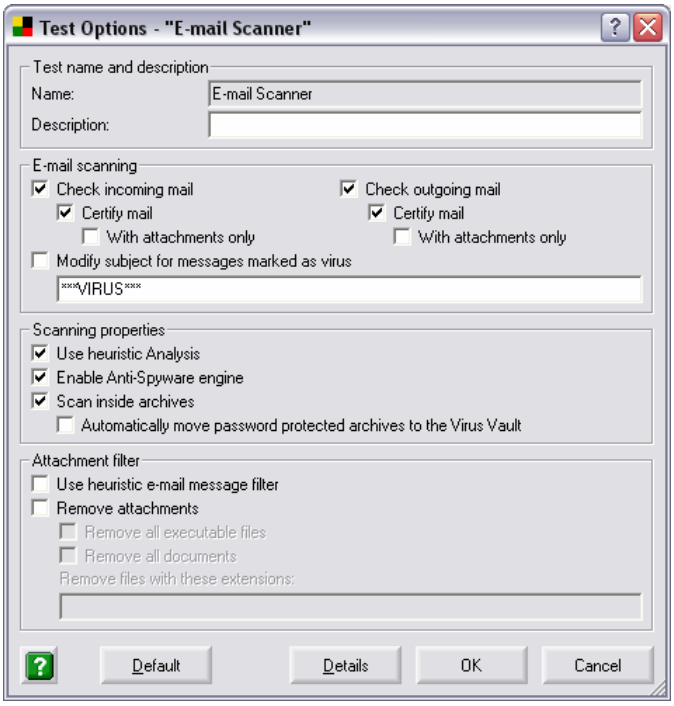
- ***Ignore plugin status*** – select this option if you do not want the **Control Center** to display information on the installed plugin current status

- ***Test configuration*** – if you wish to set your own e-mail scanning configuration, you can select whether the test parameters should be specified as common for all installed plugins (***Use the shared test configuration***) or for each plugin individually (***Use the personal test configuration***). In both cases use the ***Configure*** button to open a similar dialog for test configuration editing. In the newly-opened dialog specify the following parameters:
  - ***Test name and description*** – provide test name and description (optional)
  - ***E-mail scanning*** – in this section select whether you want to scan the incoming/outgoing e-mail messages and whether the e-mail should be certified (always or only e-mails with attachments).

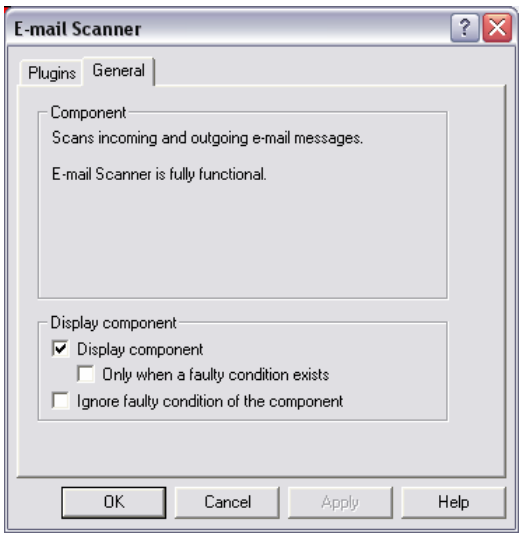
    Note: *Email virus-free certification is not supported in HTML/RTF format.*

    Additionally you can choose if you want AVG to modify subject for messages that contain potential viruses. Tick the ***Modify subject for messages marked as virus*** check box and optionally change the text (default value is ***VIRUS***).

  - ***Scanning properties*** – specify whether the heuristic analysis method should be used during scanning (***Use heuristic analysis***), whether you want to check incoming / outgoing e-mail for spyware/malware (***Enable Anti-Spyware engine***), and whether the archives should be scanned too (***Scan inside archives***).
  - ***Attachment filter*** – from the list of possibilities select parameters of the e-mail messages attachments scanning

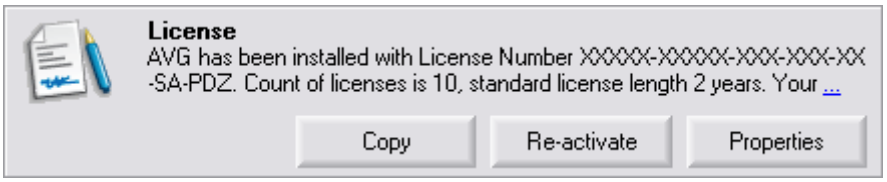


- ***General*** – This tab offers a brief overview of general information on the ***E-mail Scanner*** component, and allows you to define required display options of the component:



9.17. Control Center - License

The ***License*** panel has the full wording of the AVG License Agreement.



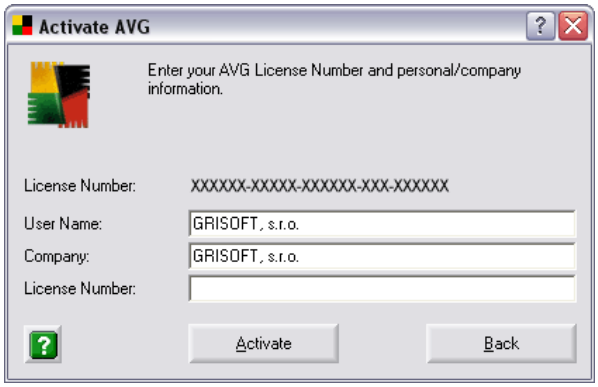
The ***License*** panel's operating buttons are:

a) Copy

The ***Copy*** button automatically copies your license number into the clipboard, so you can paste it where needed (this can be useful when registering your AVG online).

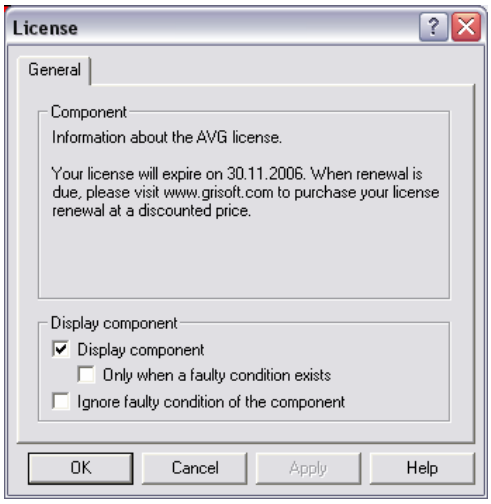
b) Re-activate

The ***Copy*** button launches the ***Activate AVG*** dialog window: enter the license data to activate your **AVG**.



c) *Properties*

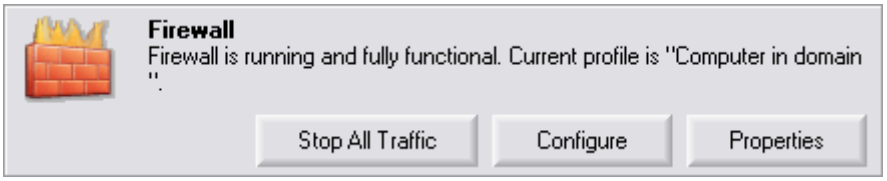
The ***Properties*** button shows the ***License*** component's general info and allows you to specify the display possibilities of this component:



10. Firewall

The ***Firewall*** component controls all traffic on every single network port of your computer. Based on the defined rules, the **Firewall** evaluates applications that are either running on your computer (and want to connect to the Internet/ local network), or applications that approach your computer from outside trying to connect to your PC. For each of these applications the **Firewall** then either allows or forbids their communication on the network ports.

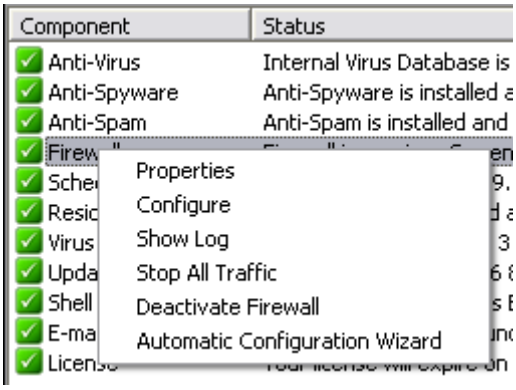
10.1. Firewall Control Panel within the Control Center



The operating buttons accessible directly from the ***Firewall*** control panel are the following:

- Stop All Traffic – the Firewall will stop all traffic in both directions
- Configure – opens the Firewall configuration dialog
- Properties - opens the Firewall properties dialog

However, right-click your mouse over the ***Firewall*** component's panel to open the context menu with the following options:



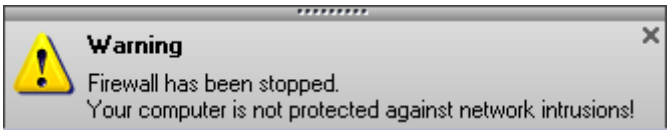
- Properties – opens the Firewall properties dialog
- Configure – opens the Firewall configuration dialog
- Show Log – opens the list of logged Firewall actions and events within the Firewall configuration dialog
- Stop All Traffic – Firewall will stop all traffic in both directions
- Deactivate Firewall – stops Firewall
- Automatic Configuration Wizard – launches the Firewall Automatic Configuration Wizard

10.2. Firewall Deactivation

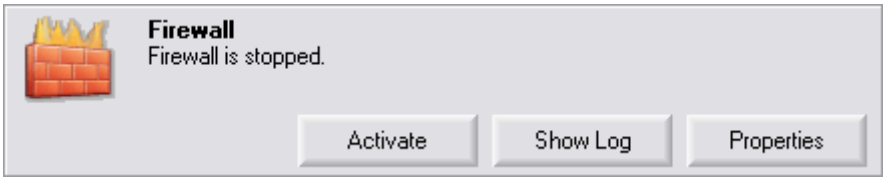
The **Firewall** can be deactivated via the ***Deactivate Firewall*** option from the context menu opened by right clicking over the **Firewall** panel in the **Control Center**.

The ***Deactivate Firewall*** button allows you to immediately switch the **Firewall** component off within the **Control Center** environment if the need arises. If you decide to deactivate the **Firewall** for any reason please keep in mind that right after the deactivation your PC's protection against both inner/outer network attacks is stopped, and your computer is exposed to the risk of invasion.

Having pressed the ***Deactivate Firewall*** button you will be warned about the possible risks with the following warning:



When the **Firewall** is inactive, its control panel within the **Control Center** displays the following three operating buttons:



- ***Activate*** – use the ***Activate*** button to restart the previously stopped **Firewall**, and to restore all its functions. You will be notified about **Firewall** activation by the following announcement:

- ***Show Log*** – opens the list of logged Firewall actions and events
- ***Properties*** – this button is always displayed in the **Firewall**'s control panel within the **Control Center** environment, and you can find detailed information on the **Firewall** properties and current status within the Firewall Properties chapter.

10.3. Stopping All Traffic in Firewall

The **Firewall** can stop all network traffic using the ***Stop All Traffic*** button within the **Firewall** control panel in the **Control Center**.

The ***Stop All Traffic*** button works as another hot key that allows you to quickly control the **Firewall** within the **Control Center** environment; and it is not necessary to change the component's configuration. If needed, by selecting this option you can block all traffic on every single network port: the **Firewall** is still running but all network traffic is stopped.

Having pressed the ***Stop All Traffic*** button, the new **Firewall** status will be announced by this warning message:

Once all traffic is stopped, the **Firewall** control panel displayed in the **Control Center** will provide a new ***Allow Traffic*** button that can be used to again allow communication for all applications that are assigned as "allowed" in the set of rules defined within the **Firewall** component:

Then, if you select the ***Allow Traffic*** option, the **Firewall** will again inform you about the status change.

10.4. Firewall Actions

The **Firewall** controls traffic on network ports by assigning rules to applications trying to communicate over the network. Rules are assigned to specific applications in the Firewall – Configuration dialog. Each rule is defined by one of the following actions:

a) Allowed

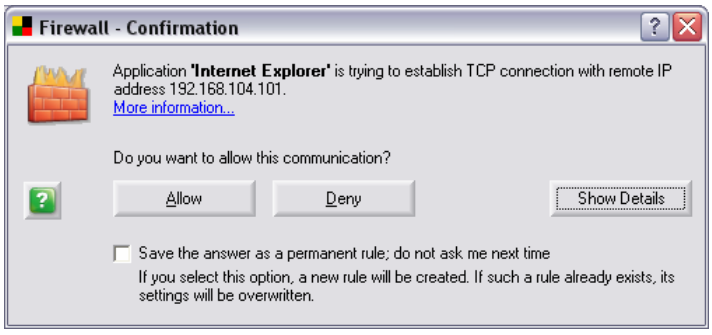
The rule specifies that all communication for this application is allowed.

b) Blocked

The rule specifies that all communication for this application is forbidden.

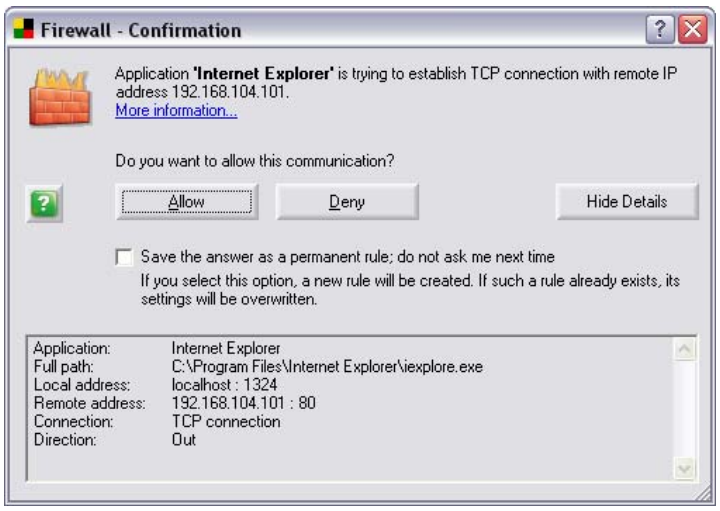
c) Ask

No rule has been specified for this application, and you will be asked what to do every time the application tries to communicate. When the application attempts to communicate on any network port, the ***Firewall – Confirmation*** dialog will pop up:



The ***Firewall – Confirmation*** dialog offers the following options:

- ***Allow*** – allowing all of the application's communication (on this occasion only).
- ***Deny*** - forbidding the application's communication (on this occasion only).
- ***Save the answer as a permanent rule*** – creating a new rule based on your current choice (***Allow***/***Deny***) for the specific application; the rule will be saved into the Firewall configuration
- ***Show Details (Hide Details)*** – displaying detailed information about the application and its parameters (application name, full path to the application's location, address, connection type, direction of the communication)



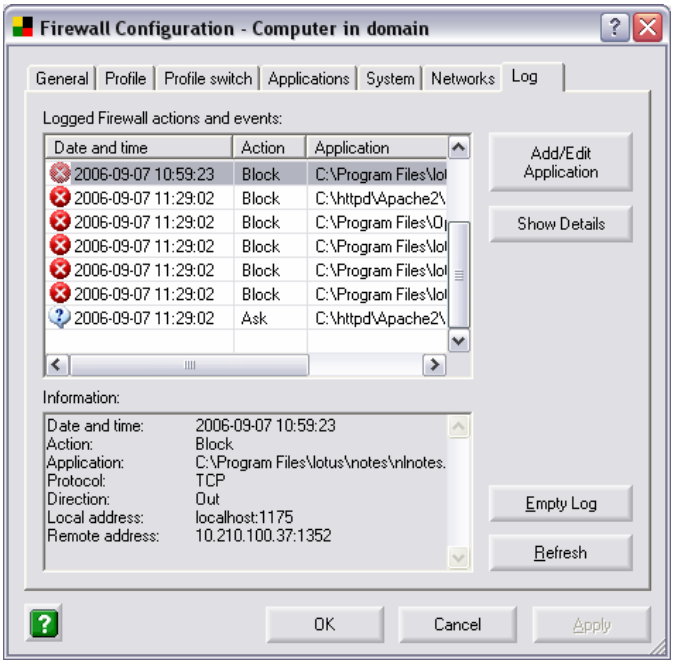
d) Advanced

If you assign the ***Advanced*** action to an application, you can then further define detailed rules for specific application services and for specific networks that the application communicates with. To assign the respective action to an application you need to go to the **Firewall – Configuration** dialog that is described in detail in the Firewall Configuration chapter.

10.5. Firewall Logging

You can view the **Firewall** log file information via the ***Show Log*** option from the context menu opened by right clicking over the **Firewall** panel in the **Control Center**. While the ***Firewall*** is deactivated, the list of logged actions and events is accessible directly from the **Firewall** control panel using the ***Show Log*** button.

The ***Show Log*** button opens a new ***Firewall Configuration*** dialog window opened on the ***Log*** tab. Within this tab you will be able to review the list of all logged **Firewall** actions and events with a detailed description of relevant parameters.



The main part of the ***Log*** tab is divided into two sections:

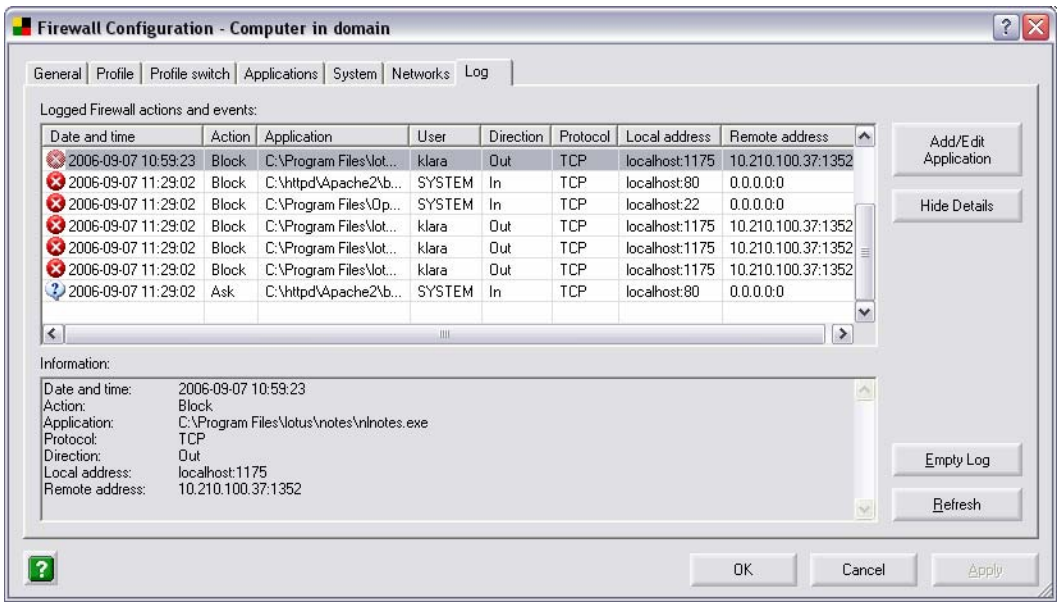
a) Logged Firewall Actions and Events Section

This section offers an overview of all actions and events that were performed by the **Firewall** with their parameters recorded within the log file.

By default, the ***Log*** tab opens in the standard mode with the following parameters provided for each of the logged actions:

- ***Date and Time*** – exact date and time when the event was encountered
- ***Action*** – type of action performed
- ***Application*** – name of the process to which the logged event refers

If you find the provided parameters insufficient, and want to see more, use the ***Show Details*** button to switch to the advanced log file overview:



Then you will be able to review the following parameters:

- ***Date and Time*** – exact date and time when the event was encountered
- ***Action*** – type of action performed
- ***Application*** – name of the process to which the logged event refers
- ***User*** – name of the user of the application
- ***Direction*** – the application's communication direction (in/out, or both ways)
- ***Protocol*** – type of protocol used
- ***Local Address*** – the local address of the connection related to the logged event
- ***Remote Address*** – the remote address of the connection related to the logged event

In both the standard/advance ***Log*** tab mode you can always use the option of sorting the logged parameters according to a selected attribute: you can sort the data chronologically (press the header of the ***Date and Time*** column), by type of action (press the ***Action*** column header), etc.

b) Information Section

The ***Information*** section provides a comfortable and easy to view list of parameters logged for a specific event that is currently highlighted in the above ***Logged Firewall Actions and Events*** section.

c) Log Tab Operating Buttons

The ***Log*** tab offers three operating buttons:

- ***Add/Edit Application*** – add or edit an application to be covered by the logging mechanism

- ***Show / Hide Details*** – switch between the standard/advanced mode of the log file display (as described above)
- ***Empty Log*** – delete all information on the logged events from the overview
- ***Refresh*** – update the currently displayed information

10.6. Firewall Configuration Wizard

The initial **Firewall** configuration can be set up using the ***Firewall Configuration Wizard***. Though you can configure the component's parameters later on (see chapter 10.7. Firewall Configuration), it is recommended that you take the wizard's tour to ensure the **Firewall** works properly.

The ***Automatic Firewall Configuration Wizard*** can be launched from the Start menu:

Start / All Programs / AVG 7.5 / Firewall – Configuration Wizard

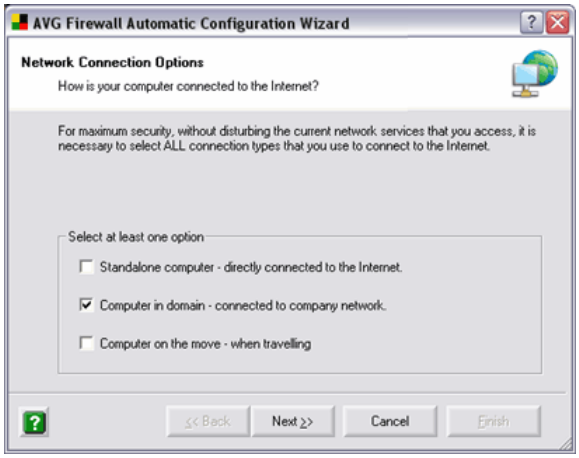
or via the ***Automatic Configuration Wizard*** option from the context menu opened on right mouse click over the **Firewall** panel in **Control Center**.

Once you run the ***Automatic Configuration Wizard***, it will check for an existing configuration and start in two possible modes:

- Network connection options (a) dialog appears if no existing configuration is found
- Existing configuration (b) dialog pops up when an already existing configuration is found

a) Computer networking connection options (new configuration)

If there is no existing configuration found, the ***Automatic Firewall Configuration Wizard*** opens with this dialog:



In this dialog the ***Firewall Automatic Configuration Wizard*** asks how your computer is connected to the Internet. For instance, your notebook, that connects to the Internet from many different locations (airports, hotel rooms etc.) requires security rules that are stricter than those of a computer in a

domain (company network etc). Based on the selected connection type the **Firewall** default rules will be defined with a different security level.

You have three options to select from:

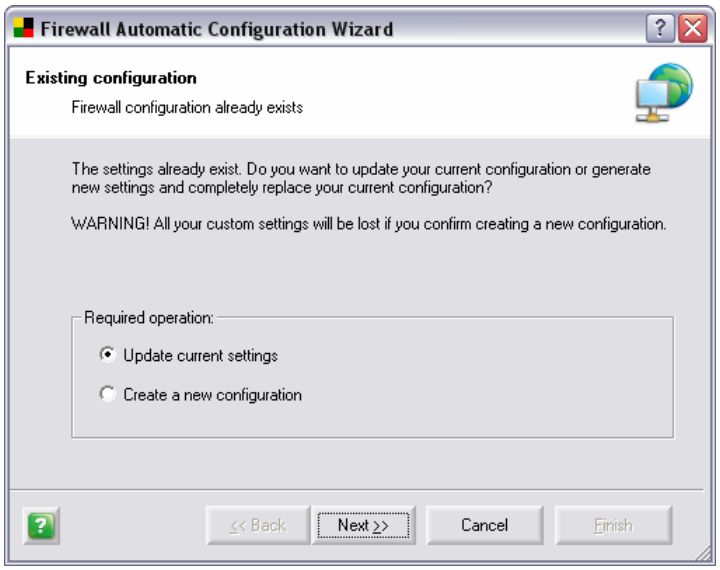
- ***Standalone computer***
- ***Computer in domain*** (company network)
- ***Computer on the move*** (typically a notebook)

In this dialog please choose the connection type(s), that suit your normal computer usage. You can tick more than one choice that corresponds to your current usage. Confirm your selection by pressing the ***Next*** button and proceed to the next dialog, ***Scan your computer***.

Once you select corresponding choice(s), please proceed to the next step: Scan your computer (c).

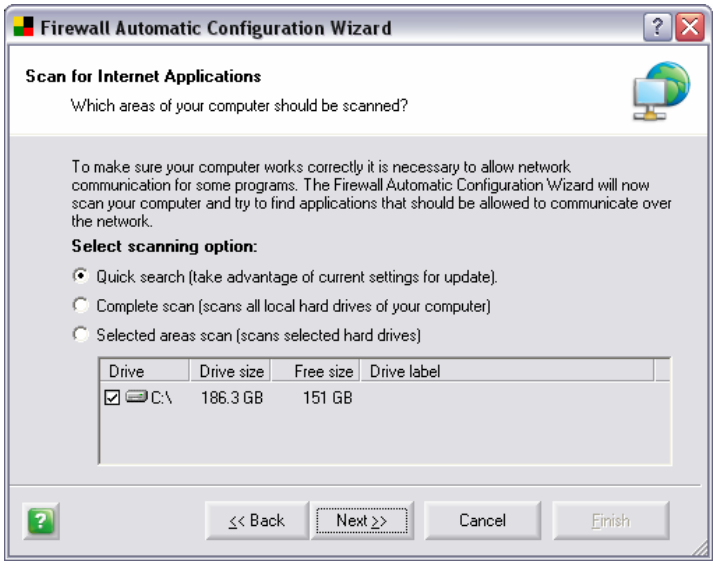
b) Existing configuration found

To avoid configuration conflicts, the ***Firewall Automatic Configuration Wizard*** detects your existing settings. If some existing configuration settings are found, the AVG Configuration Wizard will start with the following screen:



You can choose to ***Update current settings*** or Create a new configuration. If you select to update your current settings, the following dialog will be displayed:

- ***Update current settings***



Within this dialog you have to decide whether you want to scan all local hard drives of your computer (***Complete scan***) or you want to specify selected hard drives to be scanned (***Selected areas scan***), or proceed only with the ***Quick search***.

Note: *If you select Complete Scan or Selected areas scan options, the wizard detects all generally known applications communicating over the network, and defines rules for these applications. However, it will not detect all such applications.*

To avoid repeating the scanning process again, we recommend to select the ***Quick Search*** option in this case. ***Quick search*** does not search the drives but only works with applications that are currently saved within the existing FW configuration and applies the rules defined in the new default configuration to their existing rules.

That means that using the ***Quick search*** option no new applications will be detected. All applications that are installed in the respective PC and have not been detected so far (i.e. no FW configuration rule has been created for them yet) have never attempted to communicate over the network. Therefore it is highly probable that these do not have to be taken into account.

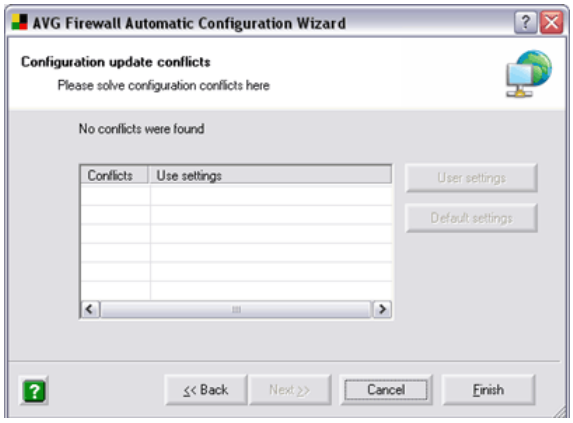
If you choose the ***Quick search*** option, the ***Configuration update conflicts*** dialog will be displayed.

Note: *In some cases, this error message may come up as well:*

This happens rarely when the Firewall configuration has been changed meanwhile you run the Firewall Configuration Wizard or the Firewall

configuration is currently opened in Control Center. To solve this problem, simply close the Configuration Wizard and start it again from the Start menu or by right-clicking the Firewall item in the Control Center and selecting the Automatic Configuration Wizard menu item from the list.

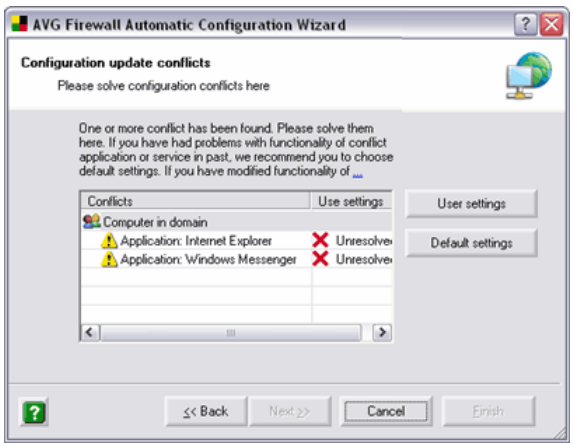
- ***Configuration update conflicts***



This dialog provides an overview of conflicts that have appeared while merging the existing FW configuration with the recommended default configuration. Usually, the list in this dialog is empty - that means both configuration sets were merged with no problem, and can be saved and used.

However, if the user manually changed the rule for a specific application/service in the past, and the default rule for this application/service has also been changed, a conflict in merging occurs. This conflict cannot be solved automatically and the user has to decide which configuration shall be used.

This is an example of the list of configuration merge conflicts:



The user has to decide whether ***User settings*** or ***Default settings*** will be applied before the configuration can be saved. The user can choose to:

- ***Solve all items at once*** by clicking the ***User settings*** or ***Default settings*** buttons. The wizard will assign the selected choice to all items in the list.
- ***Solve individual items*** by clicking the ***Unresolved*** row in the ***Use settings*** column for each item and choosing ***User*** or ***Default*** settings.

Note: *Default settings means that all customized changes to the previously saved Firewall configuration related to the conflicting application will be overruled by the Grisoft default rule. This option is recommended for less computer experienced users.*

Also, if you have experienced any problems with the conflicting application in the past, we recommend that you select the Default settings for this application. Otherwise, you might keep the existing settings.

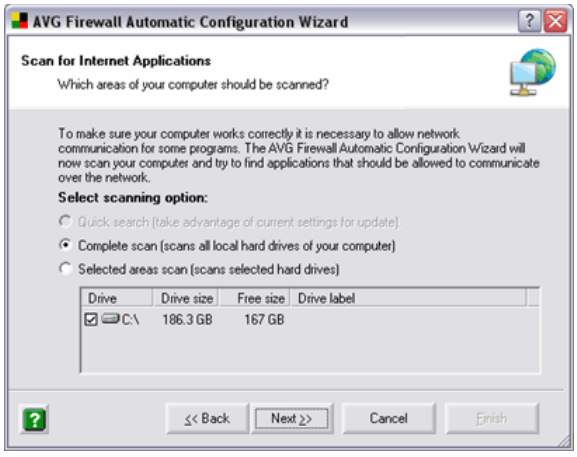
By selecting the User configuration, the conflicting application rule will be kept as it is and no settings recommended by AVG will apply to it.

In case you decide for the default settings to be applied to an application that has some very specific parameters defined (specific networks, adapters, etc.) a confirmation dialog may appear. In that case it is recommended to keep the customized configuration settings so that you do not lose your specific configuration parameters that would be lost otherwise.

Press the ***Finish*** button to finalize and save the configuration process.

c) Scan your computer

If no existing **Firewall** configuration was detected, the ***Firewall Automatic Configuration Wizard*** will start by scanning of your computer for applications that connect to the network:



To set the initial **Firewall** configuration it is necessary to scan your computer and define all applications and system services that need to communicate over the network. Initial **Firewall** rules should be created for all those applications and services.

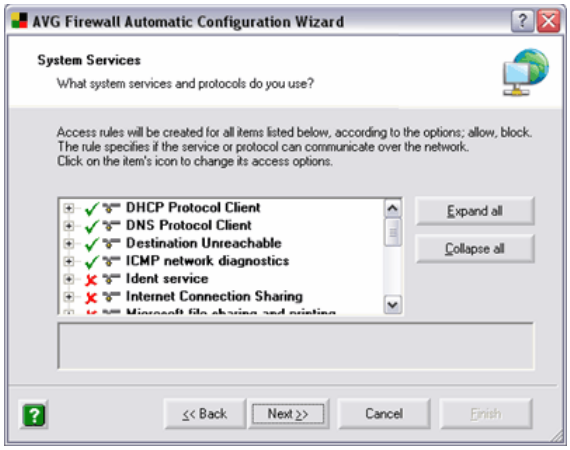
Note: *The wizard detects all generally known applications communicating over the network, and defines rules for these applications. However, it will not detect all such applications.*

Within the ***Scan your computer*** dialog you have to decide whether you want to scan all local hard drives of your computer (***Complete scan***) or you want to specify selected hard drives to be scanned (***Selected areas scan***). Press the ***Next*** button to confirm your selection, and continue to the following dialog:

d) System services

The ***System services*** dialog offers a list of services and protocols found on your computer that may need to communicate over the network. In the list, mark with a "green tick" any services/protocols that you want to use.

Recommendation: *Make sure that only services that you really need are marked as allowed in the list. A new Firewall rule will be created for each of these services enabling them to communicate over the network.*



e) Programs and applications

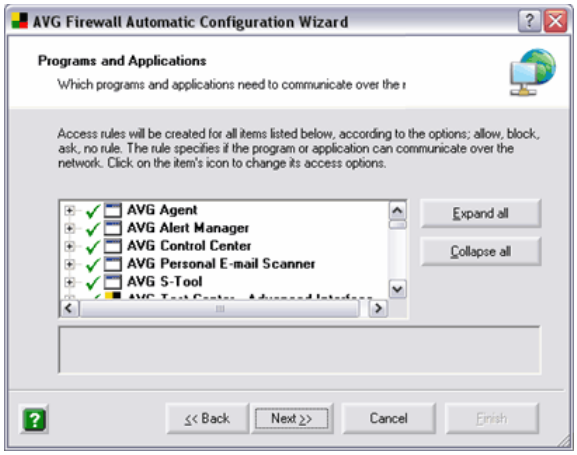
The ***Programs and applications*** dialog offers a list of all programs and applications found on your computer that may need to communicate over the network. In the list, select the required network connection option for each application, as follows:

✓ ... allow

✗ ... block

? ... ask user

⊘ ... do not create rule for this application

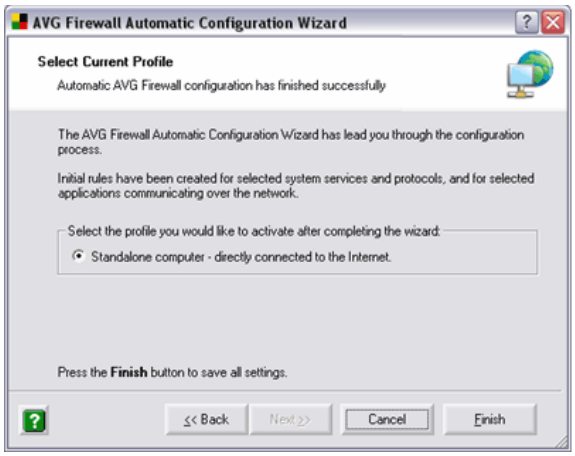


f) Completing the Automatic AVG Configuration Wizard

The last dialog informs you about the **Firewall** configuration set up in the previous dialogs.

Before closing the Firewall Automatic Configuration Wizard it is necessary that you select a profile you want to use on your computer. You can choose from up to three options (standalone computer, computer in domain, and computer on the move) based on the connection parameters you have specified in the first dialog of this wizard. You can then later on switch between the pre-defined Firewall profiles according to the current state of your computer.

This option refers to the specific defined ***Firewall profile*** – for details please see chapter 10.7 – Firewall Configuration - b) Profile**.**



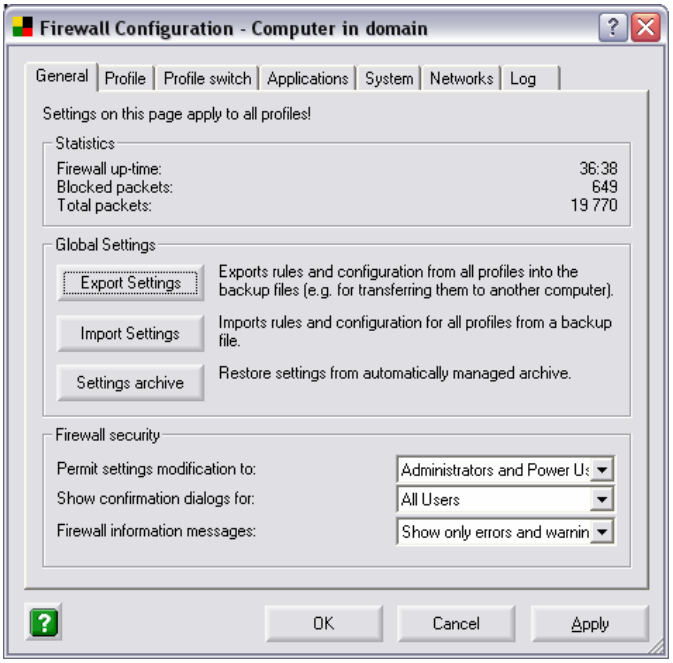
Press the ***Finish*** button to save the specified configuration and to close the wizard.

10.7. Firewall Configuration

To reach the **Firewall** configuration environment use the ***Configure*** button within the **Firewall** control panel in **Control Center**.

The ***Configure*** button opens a new ***Firewall Configuration*** dialog window with following tabs:

a) *General*



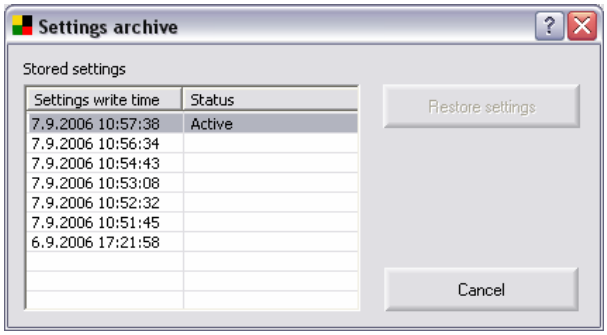
The ***General*** tab offers an overview of the **Firewall** settings parameters that apply to all profiles. The tab is divided into three sections:

- ***Statistics*** – contains a brief overview of the **Firewall** component's current status:
  - Information on the time since **Firewall**'s last restart
  - Information on the number of blocked communication attempts
  - Information on the total number of communication attempts
- ***Global settings*** – using the ***Export settings*** / ***Import settings*** buttons you can export the defined **Firewall** rules and settings to the back-up files, or on the other hand to import the entire back up file.
- ***Settings archive***

  After every Firewall configuration change, the whole original configuration is saved into an archive. Archived configurations can be then accessed using the Settings Archive button.

If the Settings archive is empty it means that no change has been done since the Firewall was installed.

As soon as settings are changed and confirmed, the dialog window will look like this:



The column Settings write time, contains the exact time when the configuration change occurred. The Status column displays which configuration is active.

The current Firewall configuration is marked as ***Active***. Records are always sorted chronologically, where the settings indicated on the top are the very last saved.

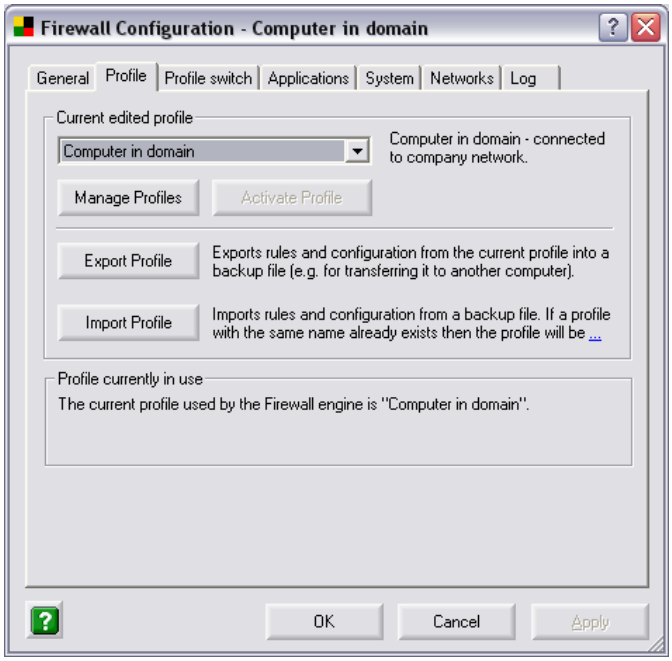
The Settings archive tracks every Firewall configuration change except profile changes (i.e. switching from the profile Computer in domain to the profile Computer on the move will not be tracked). Changes are archived as soon as you confirm the desired configuration by pressing the OK or Apply button.

The Maximum number of stored records is 10. If you try to save more records, the oldest records will be over-written.

Activation of any of the stored settings can be done by clicking the Restore settings button. The chosen configuration will become active immediately.

- ***Firewall Security*** – in this section you can define rules for the **Firewall** configuration rights. Specify who should be allowed to modify the **Firewall** settings, and to whom the confirmation dialogs and Firewall information messages should be shown. You can select from the following three categories with a different authority level:
  - ***Administrator*** – controls the PC completely and has the right of assigning every user into groups with specifically defined authorities
  - ***Administrator and Power User*** – the administrator can assign any user into a specified group (Power User) and define authorities of the group members
  - ***All Users*** – other users not assigned into any specific group

b) Profile



On the ***Profile*** tab you can select the desired **Firewall** profile (profile specification option is available on the following operating systems only: Windows NT/Win2K/WinXP). The main principle of ***Profile*** selection is the possibility to set different **Firewall** security levels.

For example, consider the two following profiles – ***Computer on the move*** and ***Computer in domain***. During a business trip, you may wish to connect your notebook to the Internet from a hotel or at the airport. Here the risk to your computer will be significantly higher than while connecting to the company network. For this reason, we recommend that you define, and set up, a specific ***Computer on the move*** profile - with parameters that will ensure a higher protection level. However, the ***Computer in domain*** profile could be defined with a lower security level. In addition, the ***Computer in domain*** profile could allow some services that would not be required or desired while you are on a business trip (e.g. file sharing).

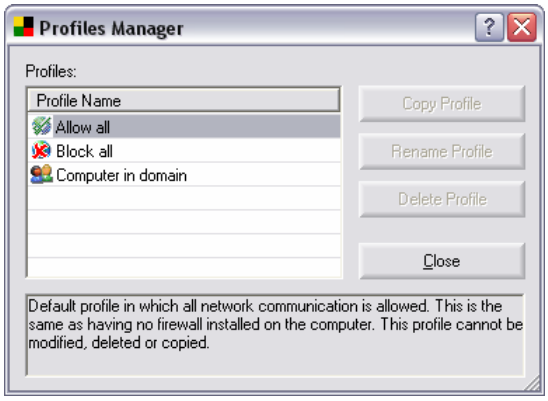
Typically you can select among the following profile options:

- Allow All
- Block All
- Computer in domain
- Computer on the move
- Standalone computer

By default, the profile generated based on parameters that you have specified within the Firewall Automatic Configuration Wizard will be used. Each profile covers specific settings of your PC, and an adequate **Firewall** security level is assigned to each of the profiles. The proper profile option can be selected from the drop-down menu; then confirm your choice using the ***Set active profile*** button.

Setting the **Firewall** profile you can use the following two operating buttons:

- ***Manage profiles*** – opens a new ***Manage profiles*** dialog where you can edit each specified profile and add new custom profiles.



The following buttons can be used:

- ***Copy profile*** – makes creating a new profile easier and more comfortable for you: To use this option, highlight a profile in the list of profiles and press the ***Copy profile*** button. A new profile will be created with predefined parameters taken from the definition of the cloned profile. Then you can easily edit the parameters for the new profile.
- ***Rename Profile*** – press this button to enable editing of the selected profile name
- ***Delete Profile*** – press this button to delete the selected profile from the list (unless the profile is currently used)
- ***Close*** – closes the ***Manage profile*** dialog

- ***Activate profile*** – use this button to confirm the profile selection, or any changes made to the profile settings

  In the bottom part of the ***Profile*** tab you will find the ***Export profile***/***Import profile*** buttons that allow you to export the defined **Firewall** profiles into the back-up files, or on the other hand import the entire back-up profiles.

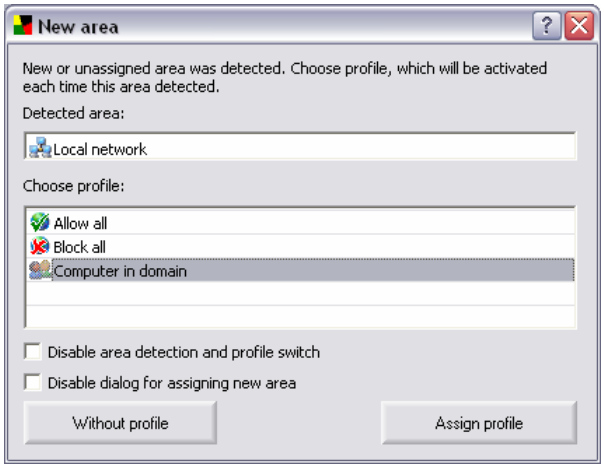
c) Profile switch

On the ***Profile switch*** tab you can manage network areas and local network interfaces. You can assign specific profiles to local interfaces and network areas.

The Firewall is able to automatically switch the active profile according to the currently used type of network connection. This feature is useful especially for:

- ***Users with laptops*** - using the same network interface for connecting to various networks on different places (business travel, home vs. work environment, etc.).
- ***Users using more than one network connection type*** - for example xDSL connection vs. some backup connection (e.g. Dial-up, wireless, ...)
- ***Users with more than one network interface***

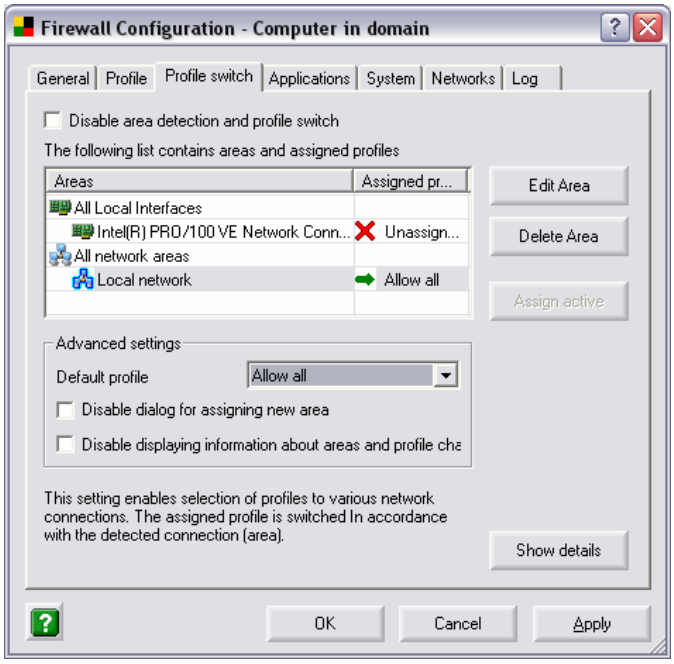
Whenever you connect to a new (unrecognized) connection, the ***New area*** dialog will appear. Here you should select the most appropriate profile for the current network connection, then click on ***Assign Profile***.



- ***Detected area*** - indicates the type of network connection that has been detected. You can rename the area, by clicking the text field to make it more convenient for remembering if you are using more connections on a regular basis.
- ***Choose profile*** - contains a list of available profiles. Choose the most suitable profile.
- ***Disable area detection and profile switch*** - tick this checkbox to disable the whole Profile detection feature.
- ***Disable dialog for assigning new area*** - tick this checkbox if you prefer not to display the ***New area*** dialog anymore. The default profile will then be automatically assigned.

Control buttons are as follows:

- ***Assign profile*** - Once you have clicked on this button, the selected profile will always be automatically associated with this connection, and in the future, this dialog will not be displayed when connecting to this connection.
- ***Without profile*** - press this button to keep the connection type without a profile. The Firewall will ask you again, each time when this connection type is found. To disable this window, (before confirming your choice) tick either ***Disable area detection and profile switch*** checkbox to disable the entire area detection system, or ***Disable dialog for assigning new area*** checkbox to disable the confirmation dialog (profile will be assigned automatically).

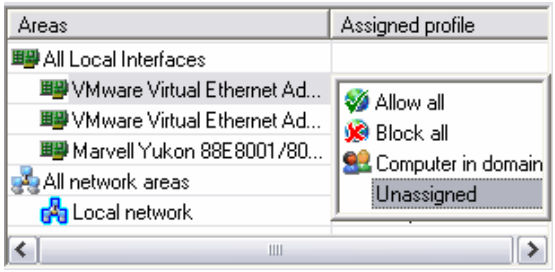


Users can setup separate profiles for each connection type and/or network interface and then assign them as preferred.

To disable this feature, simply tick the ***Disable area detection and profile switch*** checkbox.

To view more details about selected network area, click the ***Show details*** button.

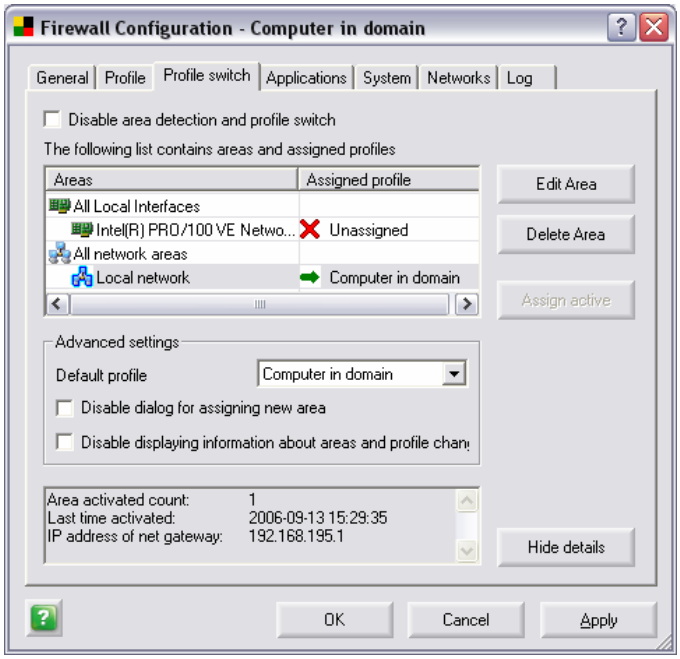
The main list contains areas and assigned profiles. By clicking on the requested row in the *Assigned profile* column, a list of profiles that can be currently assigned will be displayed:



If you do not want to specify a profile for a specific interface or area, simply leave the option as ***Unassigned***.

- To change the network area name, select the area you want to rename and click the ***Rename*** button.
- To delete the network area, select the desired area and click the ***Delete*** button.

  Please note: *If you delete all network areas, or when there is no network area present in the list, a new button Assign active will appear. By clicking this button, you will simply assign the currently active network area.*



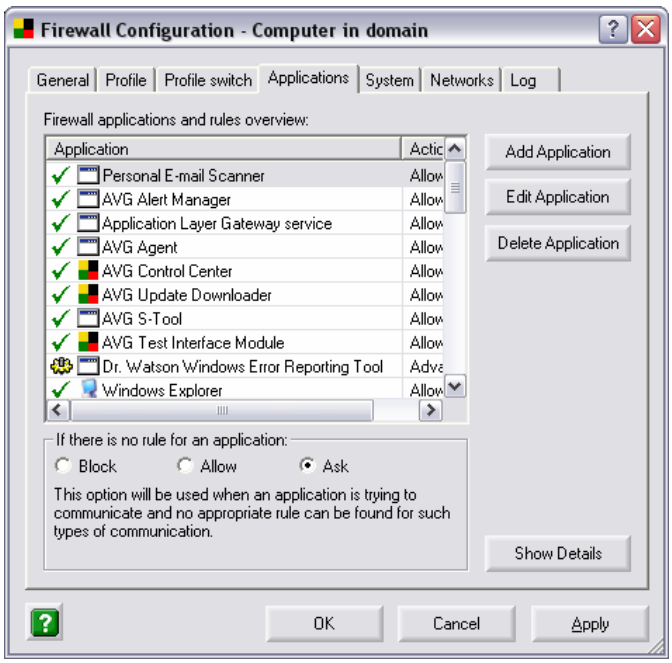
- o ***Default profile*** - this profile will be automatically activated when:
  - A new area is detected.
  - An error occurs during new area detection (for example when there is no active connection type).
  - An area with no assigned profile is active.
- o ***Disable dialog for assigning new area*** - tick this checkbox if you prefer not to display the ***New area*** dialog. The default profile will then be automatically used.
- o ***Disable displaying information about areas and profiles changes*** - tick this check box to manifest you do not wish to have displayed any warning messages.

Please note:

(i) Assigning a profile to a network interface has a higher priority than to a network area. This means that once you assign a profile to your network interface, it will be always used regardless of the network area.

(ii) When in safe mode, automatic profiles will be disabled.

d) Applications – Basic Settings



In the main section of the ***Applications*** tab you can see the list of all applications, and the list of rules that have been created for each application. In the list of applications, there is always one of the following signs displayed left to the icon and the name of the respective application:

- Allow
- Block
- Ask
- Advanced settings

For detailed information on specific actions please refer to chapter 10.4 - Firewall Actions

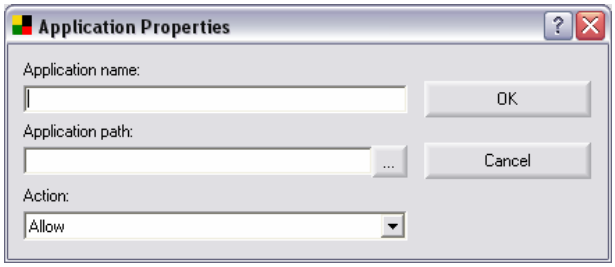
Click this sign to change the rule assigned to the currently highlighted application by selecting another action from the newly opened context menu:

Press the ***Enter*** key to confirm your choice, or the ***Esc*** key to cancel it.

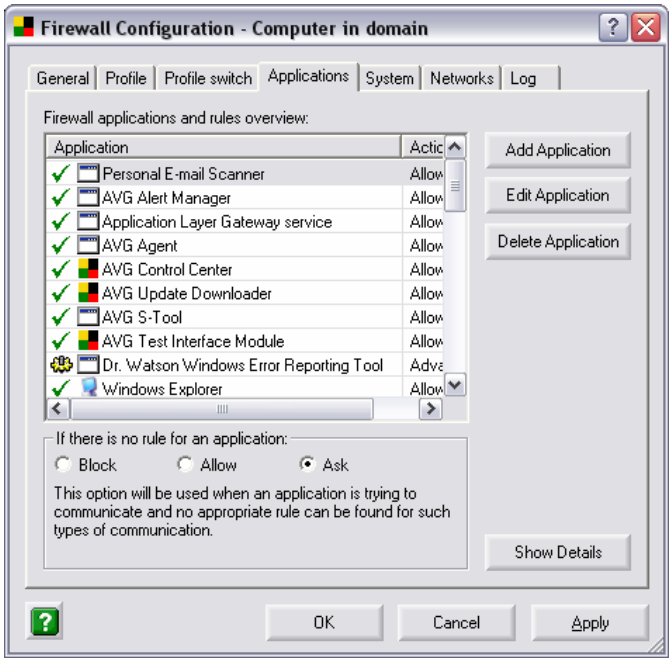
The ***Applications*** tab offers the following operating buttons:

- ***Add / Edit Application*** – these buttons open a new ***Application Properties*** dialog window where you can create (edit) a new rule for a specific application. Within the dialog you need to provide the application's name, the path to the application's current location on your hard disk, and you must assign the relevant action to the application

(e.g. an action to be taken when the application attempts to communicate on any network port).



- ***Delete Application*** – this button deletes the rule defined for a specific application, and removes the application and its relevant action from the list within the ***Applications*** tab of the ***Firewall Configuration*** dialog window.
- ***Show / Hide Details*** – in the same dialog window, this button provides a brief overview of detailed information referring to the application currently highlighted in the list of applications:
  - ***Application*** – name of the application
  - ***File path*** – current location of the respective application
  - ***Action*** – action assigned to the respective application



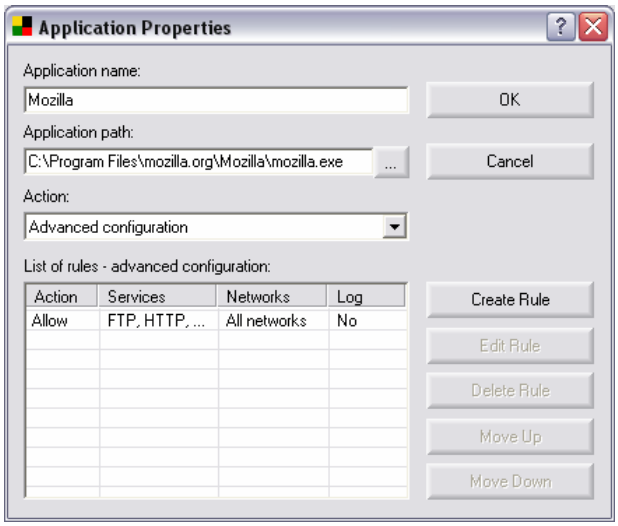
On the ***Application*** tab you can also find a section named ***If there is no rule for an application***; here you should specify what action should be performed in case a new application attempts to communicate over the network and there is no rule specified for this application in the **Firewall** yet.

e) Applications – Advanced Settings

Caution! Use of the Advanced Settings can be recommended to savvy and experienced users only!

The ***Applications*** tab also allows you to configure advanced settings for specific application. For a new application, use the ***Add Application*** button and in the newly opened ***Application Properties*** dialog select the ***Advanced configuration*** option within the ***Action*** section.

If you have already selected an application with the advanced settings from the list of applications in the ***Applications*** tab, the ***Application Properties*** dialog opens with the following extended interface:



The following control buttons are available in the extended ***Application Properties*** dialog:

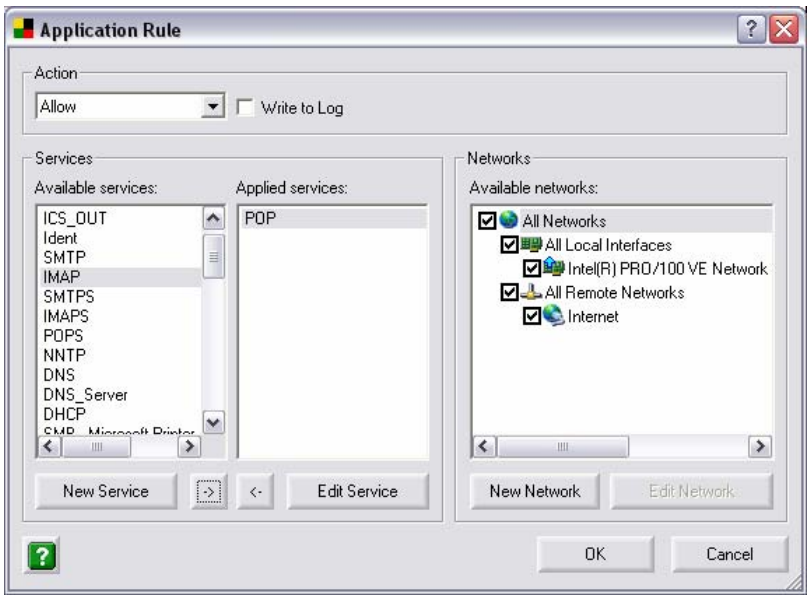
- ***Create Rule / Edit Rule*** – opens the same **Application Rule** dialog where you can define parameters for a new application rule, or edit parameters of an existing application rule.
- ***Delete Rule*** – removes the currently selected rule from the list of rules.
- ***Move Up*** – moves the rule one position up in the list of rules.
- ***Move Down*** - moves the rule one position down in the list of rules.

In the bottom part of this dialog you can see a new section named ***List of Rules – Advanced Configuration***. This section contains information divided into four columns:

- ***Action*** – brings information on an action type assigned to the selected application
- ***Services*** – brings information on a network service assigned to which the application rule relates
- ***Networks*** – brings information on a network to which the application rule relates
- ***Log*** – provides information about whether the selected application events are being recorded into the log file

The following control buttons are available:

- ***Create Rule*** – opens a new ***Application Rule*** dialog where you can define a new rule for the selected application:



The dialog is divided into three sections:

o ***Actions*** – from the drop-down menu select an action that should be performed in case all network communication conditions (as defined I the bottom part of this dialog) are met. The available action types are Block / Allow / Ask (see the action types description in chapter 10.4 Firewall Actions)

The ***Actions*** section also contains the ***Write to Log*** item – mark this option if you want the application's communication to be recorded in the **Firewall** log file.

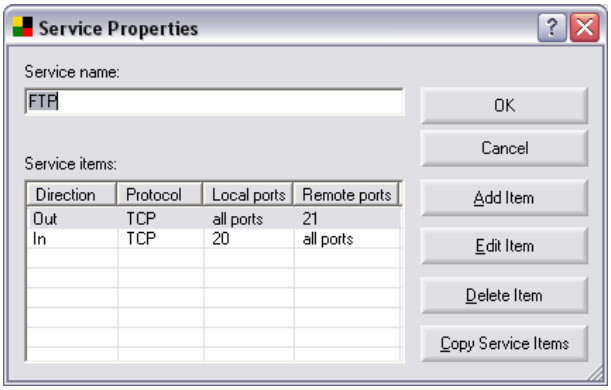
o ***Services*** – this section offers two lists of services:

- ***Available Services*** – list of services defined for the application in the default configuration, and services that have already been defined by the user
- ***Applied Services*** – list of services covered by the defined application rule. This list is a subset of the Available Services list.

  You can move items between both of the lists using the **->** or **<-** buttons respectively. Moving an item from the list of ***Available Services*** to the ***Applied Services*** list means the service will be considered for the respective application when applying this rule.

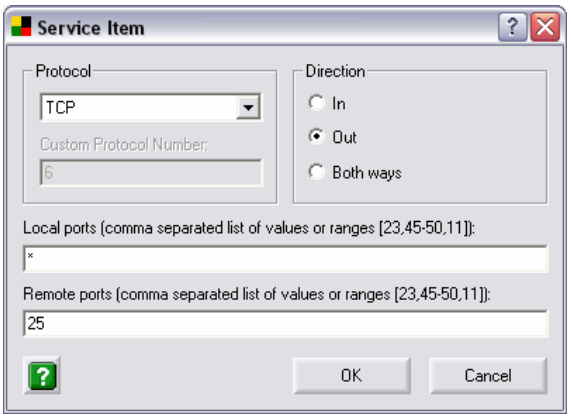
  There are two control buttons in the ***Services*** section:

  - New Service/Edit Service – opens a new **Service Properties** dialog where you can specify the new service parameters/edit parameters of already defined service:



In the ***Service Properties*** dialog specify the service name in the ***Service Name*** field. The dialog contains the following control buttons:

- Add Item/Edit Item - opens a new ***Service Item*** dialog where you can define (edit) parameters of specific service items (Protocol, Direction of communication, Local Ports, and Remote Ports):



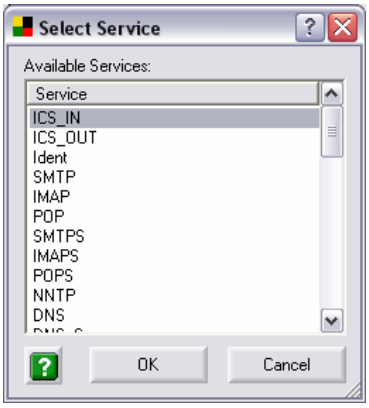
- ***Protocol*** – select a predefined protocol from a drop down menu, or select the option of ***Custom protocol*** and then provide the standard protocol number in the ***Custom Protocol Number*** field (the “0” value stands for all protocols).

  - Direction – define the service direction

  - Local Ports – list all local ports or define a range

  - Remote Ports - list all local ports or define a range

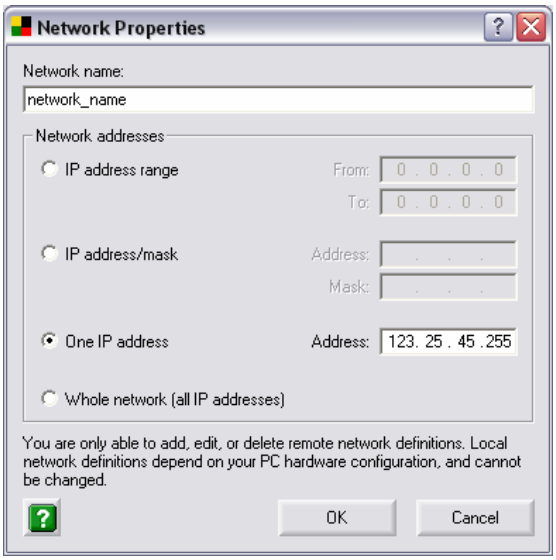
- ***Delete Item*** – removes the selected item from the ***Service Items*** list.
- ***Copy Service Items*** – makes it easier to create a new service item record using the possibility of copying the already defined parameters of an existing item. The button opens a new ***Select Service*** dialog where you are offered a list of services; select a service whose items you want to copy:



o ***Networks*** – this section offers a control tree providing a list of available networks. Mark the check box for each network to which the respective application rule should be assigned.

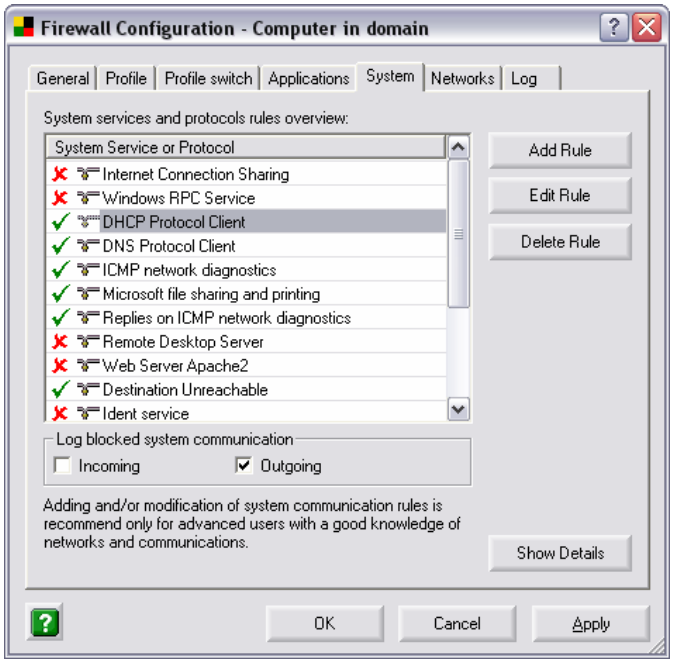
There are two control buttons in the ***Networks*** section:

- ***New Network / Edit Network*** – opens a new ***Network Properties*** dialog where you can define (edit) new network parameters: ***Network Name*** and ***Network Addresses*** (specified by the IP address range):



f) System

Any editing of the *System* tab parameters is recommended to experienced users only!



The ***System*** tab opens an overview of rules specified for system services that need to communicate over the network. Compared to the applications, there are only two kinds of actions that can be assigned to a system service:

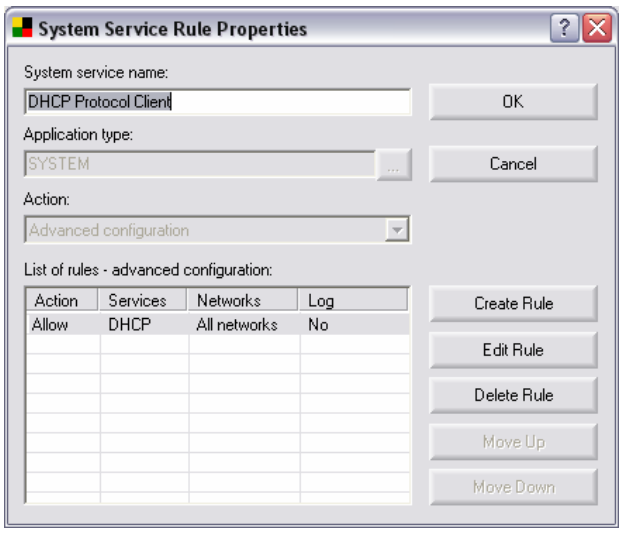
- ***Allow*** – signed by the green check mark before the system service's name
- ***Block*** - signed by the red cross mark before the system service's name

If you want to change the rule assigned to a specific system service, click the color sign (green check mark / red cross mark) displayed in the list of services and the sign switches to the opposite one automatically (the rule is changed).

In the ***Log blocked system communication*** section you can specify whether you want to log the incoming / outgoing blocked communication, or communication in both ways.

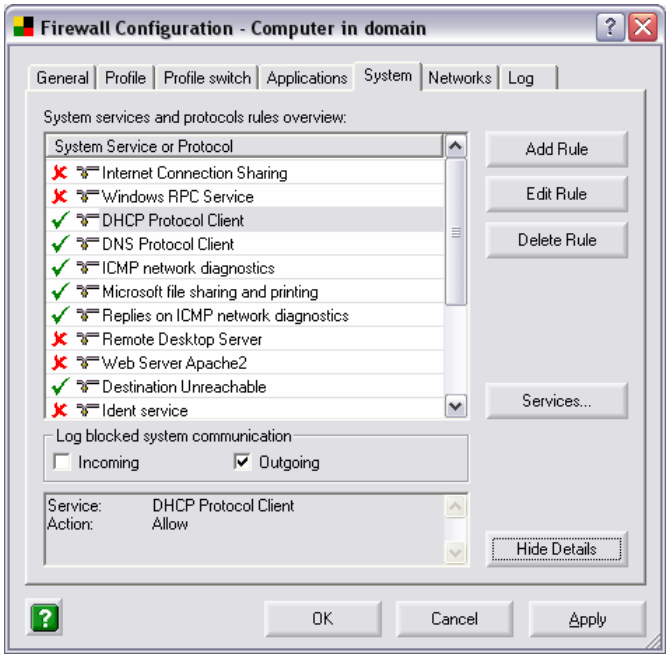
The ***System*** tab further offers the following operating buttons:

- ***Add / Edit Rule*** – opens a new dialog where you can add a new system service rule, or edit the current one:

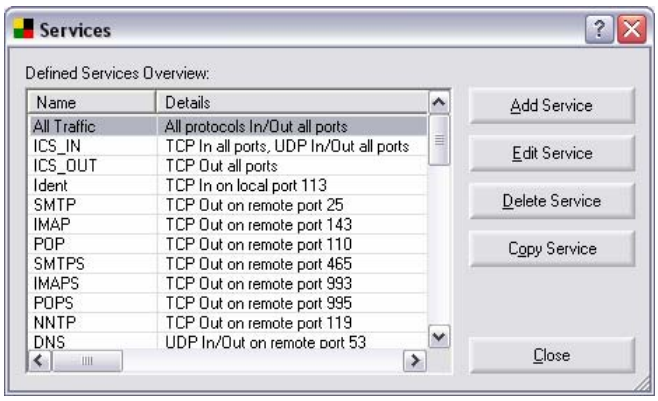


- ***Delete Rule*** – deletes the rule defined for the selected system service
- ***Show Details*** – in the bottom section of the dialog window, this button displays an information overview referring to the system service currently selected in the list of system services and protocols:
  - ***Service*** – name of the system service (or protocol)
  - ***Rule*** – rule assigned to the respective system service (or protocol)

Having selected the ***Show Details*** option, a new button labeled ***Services*** appears in the ***System*** tab:

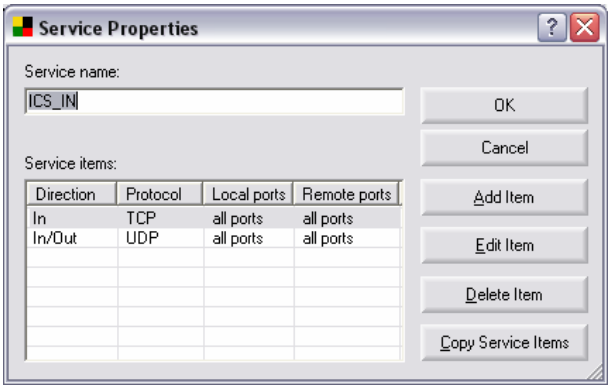


The ***Services*** button opens a new ***Services*** dialog that displays a detailed overview of system services and brings the option of editing parameters of respective system services:



The ***Services*** dialog window provides the following operating buttons:

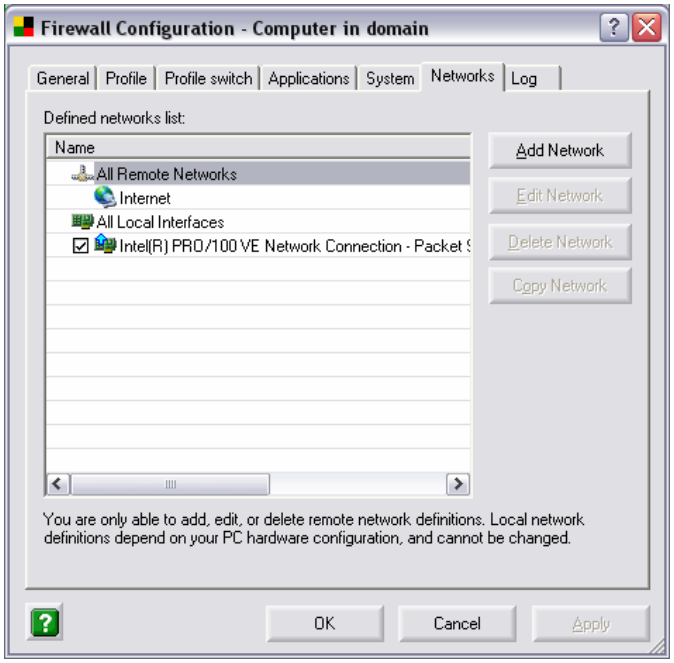
- ***Add Service*** – opens a new ***Service Properties*** dialog where you can define the new service name and set specific parameters for this service (direction, protocol, local ports, remote ports)



- ***Edit Service*** – opens the ***Service Properties*** dialog window where you can edit the existing parameters defined for a specific service.
- ***Delete Service*** – deletes the defined service (and removes the information about the service from the list of services)
- ***Clone Service*** – makes creating a new service record easier and more comfortable for you: To use this option, highlight a service in the list of services (***Services*** dialog) and press the ***Clone Service*** button. A new service record will be created with predefined parameters taken from the definition of the cloned service. Then you can easily edit the parameters for the new service.

g) Networks

The ***Networks*** tab offers a list of networks that the application communicates with. You can add new networks, edit parameters of the currently defined networks, and delete a defined network:

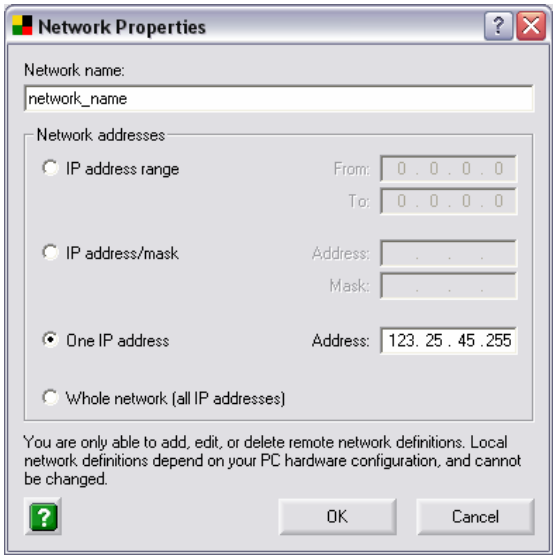


One or more network interfaces may be listed within the Defined networks list. If you wish Firewall to stop filtering traffic coming through one of the interfaces, simply uncheck the required check box located to the left of the network interface's name.

Stopping traffic filtering for a particular network interface can be useful in the following situation: If your computer is connected to the Internet by one network interface and to the Local Area Network (LAN) by another interface, it is possible to select traffic filtering for the Internet interface and leave the LAN connection unfiltered, (as the LAN has a lower risk of potential threats).

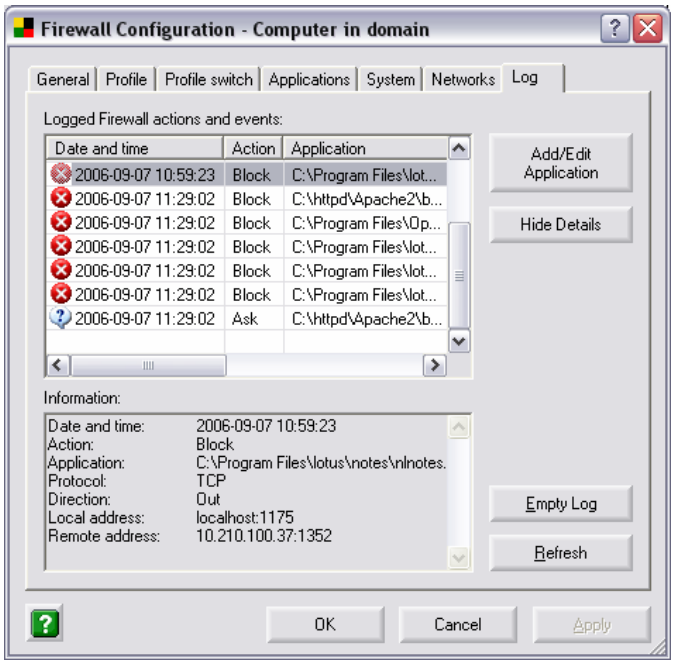
The dialog window additionally provides the following operating buttons:

- ***Add Network*** – opens a new ***Network Properties*** dialog where you can define the new network name and set its parameters:



- ***Edit Network*** – opens the ***Network Properties*** dialog window with parameters already set for a specific network, and allows you to edit them
- ***Delete Network*** – deletes the defined network from the list of networks
- ***Copy Network*** – makes creating a new network record easier and more comfortable for you: To use this option, highlight a network in the list of networks (***Networks*** dialog) and press the ***Copy Network*** button. A new network record will be created with predefined parameters taken from the definition of the cloned network. Then you can easily edit the parameters for the new network.

h) Log



Within the ***Log*** tab you are able to review the list of all logged **Firewall** actions and events with a detailed description of relevant parameters.

The main part of the ***Log*** tab is divided into two sections:

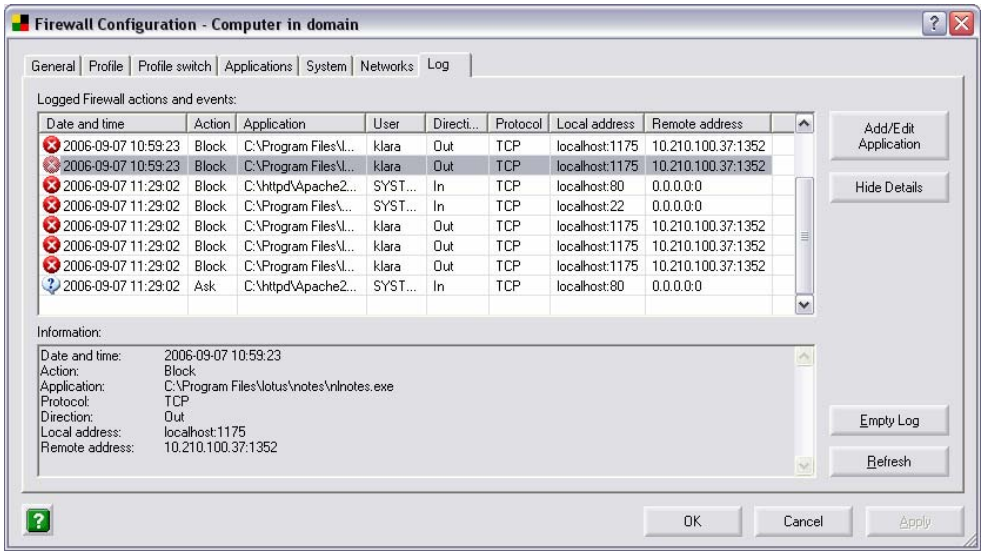
o ***Logged Firewall Actions and Events Section***

This section offers an overview of all actions and events that were performed by **Firewall** with their parameters recorded within the log file.

By default, the ***Log*** tab opens in the standard mode with the following parameters provided for each of the logged actions:

- ***Date and Time*** – exact date and time when the event was encountered
- ***Action*** – type of action performed
- ***Application*** – name of the process to which the logged event refers

If you find the provided parameters insufficient, and want to see more, use the ***Show Details*** button to switch to the advanced log file overview:



Then you will be able to review the following parameters:

- ***Date and Time*** – exact date and time when the event was encountered
- ***Action*** – type of action performed
- ***Application*** – name of the process to which the logged event refers
- ***User*** – name of the user of the application
- ***Direction*** – the application's communication direction (in/out, or both ways)
- ***Protocol*** – type of protocol used
- ***Local Address*** – the local address of the connection related to the logged event
- ***Remote Address*** – the remote address of the connection related to the logged event

In both the standard/advance ***Log*** tab mode you can always use the option of sorting the logged parameters according to a selected attribute: you can sort the data chronologically (press the header of the ***Date and Time*** column), by type of action (press the ***Action*** column header), etc.

o ***Information Section***

The ***Information*** section provides a comfortable and easy to view list of parameters logged for a specific event that is currently highlighted in the above ***Logged Firewall Actions and Events*** section.

o ***Log Tab Operating Buttons***

The ***Log*** tab offers three operating buttons:

- ***Add/Edit Application*** – add or edit an application to be covered by the logging mechanism
- ***Show/Hide Details*** – switch between the standard/advanced mode of the log file display (as described above)
- ***Empty Log*** – erases information logged for a specific event removing all existing entries
- ***Refresh*** – update the currently displayed information

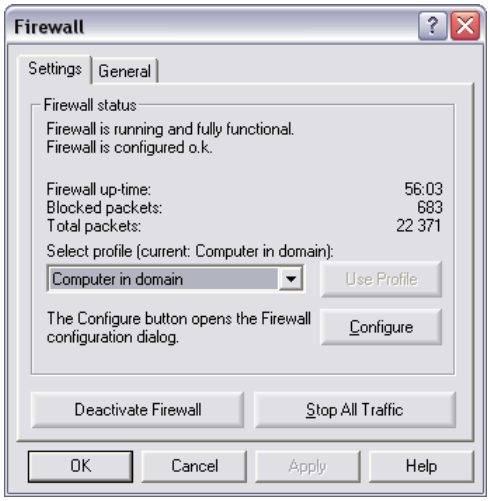
10.8. Firewall Properties

To display the **Firewall** properties overview use the ***Properties*** button within the **Firewall** control panel in **Control Center**.

The ***Properties*** operating button opens a new dialog window with two tabs:

- Settings
- General

a) Settings Tab



The ***Settings*** tab offers the ***Firewall Status*** section providing brief information on the ***Firewall*** state:

- **Firewall**'s status information (running/stopped)
- **Firewall**'s configuration information

Information on the time since **Firewall**'s last restart; on the number of blocked communication attempts and the total number of communication attempts

Further you can select the desired Firewall profile. There are profile options predefined that you can usually select from: ***Allow all, Block all, Computer in domain, Computer on the move, Standalone computer.*** Typically, each profile covers specific settings of your PC, and an adequate **Firewall** security level is assigned to each of the profiles.

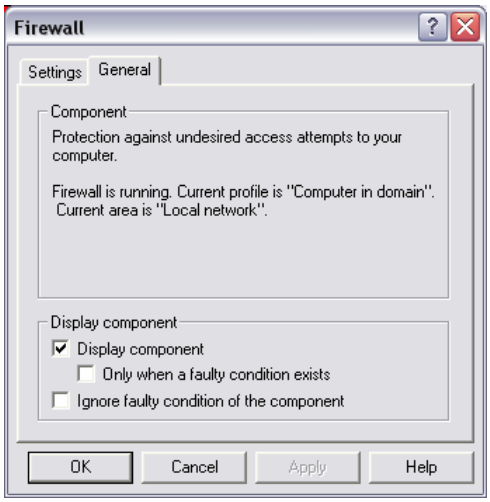
The proper profile option can be selected from the drop-down menu; then confirm your choice using the ***Use profile*** button.

Within the ***Firewall Status*** section you can also find the ***Configure*** operating button that launches the ***Firewall Configuration*** dialog window – for detailed description of the configuration options please refer to chapter Firewall Configuration.

The bottom part of the ***Settings*** tab offers two emergency buttons:

- ***Deactivate Firewall*** – this button allows you to immediately switch the **Firewall** component off if the need arises. This option is described in detail in the Firewall Deactivation chapter.
- ***Stop All Traffic*** – this button allows you to block all traffic on every single network port. This option is described in detail in the Stopping All Traffic in Firewall chapter.

b) General Tab



The ***General*** tab is divided into two main sections:

- ***Component*** – the ***Component*** section provides brief description of the **Firewall** component main purpose, and brings information on the

Firewall component version number and release date. It also defines the component's current state.

o ***Display component*** – in the ***Display component*** section you have a chance to adjust the **Firewall** component's display parameters; you can check/uncheck the following options:

- ***Display component*** – this option is marked by default, and the **Firewall** component's panel is therefore visible in the **Control Center**.

  Uncheck this option if you do not want the **Firewall** component to be shown in the **Control Center**.

  Once the component's parameters are set to "not to display", you can always make the component visible in the **Control Center** again via the **Control Center** main menu, selecting the ***View/Components/Firewall*** option.

  Under the ***Display component*** option you can also select the ***Only when a faulty condition exists*** option. Then, the **Firewall** component will be shown in the **Control Center** only if the component's state is not OK.

- ***Ignore faulty condition of the component*** – having marked this option, the Firewall component will not provide the standard information on the component's current state. Typically, if there is something wrong with any AVG component, the **Control Center** icon displayed on the system tray turns gray, and the respective component's panel in the **Control Center** gets highlighted in red.

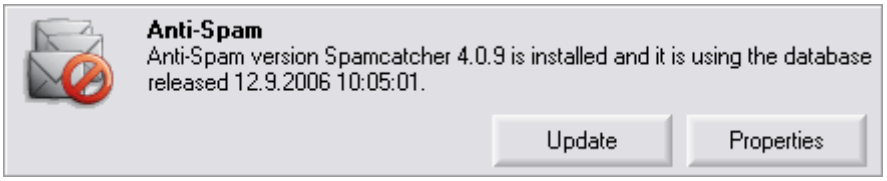
11. Anti-Spam

The **Anti-Spam** component checks all incoming e-mail messages and marks unwanted e-mails as SPAM. It uses several analyzing methods to process each e-mail message, offering maximum possible protection against unwanted e-mail messages. Requires very little maintenance, whilst allowing the user to customize several **Anti-Spam** options.

To keep the **Anti-Spam** component up to date, the **Scheduler** contains a predefined ***Anti-Spam rules update*** task, which will regularly update all Anti-spam rules, so that protection remains optimal.

- ***Note:*** *If you are using The Bat! as your e-mail client, the Anti-Spam component will be automatically installed as an Anti-Spam plugin into the The Bat! application. The AVG Anti-Spam component settings will then be also available from the The Bat! interface. To change the Anti-Spam component settings directly from The Bat!, navigate via menu Options to Preferences/Protection/Anti-Spam, select AVG Plugin for The Bat!, click Configure button and the settings dialog will come up.*

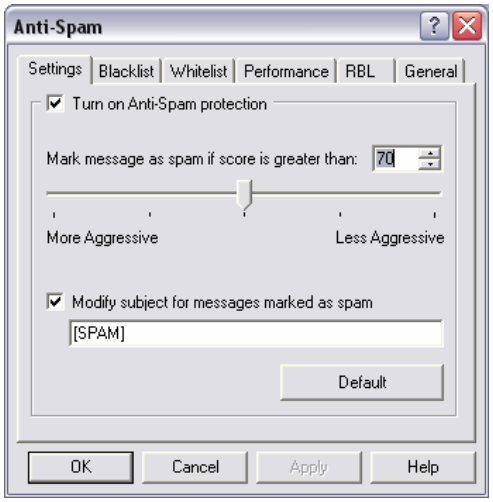
You can access Anti Spam configuration settings directly via the **Control Center** panel buttons:



The ***Update*** button immediately updates the anti-spam rules.

Use the ***Properties*** control button to open a new dialog window for **Anti-Spam** configuration. The dialog opens with the following tabs:

- ***Settings***



The tab offers general settings for protection against SPAM.

- ***General settings***

  Allows you to select more or less aggressive scoring measures. The **Anti-Spam** filter assigns each message a score (ï.e. how similar the message content is to SPAM) based on several dynamic scanning techniques.

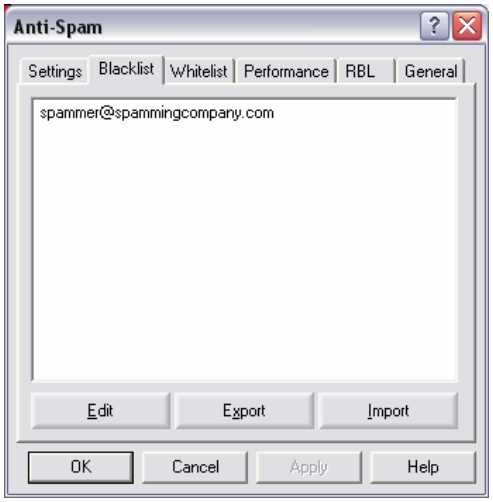
  You can adjust the ***Mark message as spam if score is greater than*** setting by either typing the value (0 to 100) or by moving the slider left or right (50-90).

  Generally we recommended to set the threshold between 50-90, or if you are really unsure, to 90. Here is a general review of the scoring threshold:

  - ***Value 90-99*** - Most incoming e-mail messages will be delivered normally (without being marked as SPAM). The most easily identified SPAM will be filtered out, but a significant amount of SPAM may still be allowed through.
  - ***Value 80-89*** - E-mail messages likely to be SPAM will be filtered out. Some non-spam messages may be incorrectly filtered as well.
  - ***Value 60-79*** - Considered as a quite aggressive configuration. E-mail messages that are possibly SPAM will be filtered out. Non-spam messages are likely to be caught as well.
  - ***Value 1-59*** - Very aggressive configuration. Non-spam e-mail messages are as likely to be caught as real SPAM messages. **This threshold range is not recommended for normal use.**
  - ***Value 0*** - In this mode, you will only receive e-mail messages from senders in your Whitelist. Any other e-mail messages will be considered as SPAM. **This threshold range is not recommended for normal use.**

- ***Modify subject for messages marked as spam*** - tick this check box if you would like all messages detected as SPAM to be marked with a specific word or character in the subject field.
- ***Default*** - returns all changed settings back to default values.

- ***Blacklist***



The ***Blacklist*** tab represents a global list of blocked sender e-mail addresses and domain names whose messages will always be marked as SPAM.

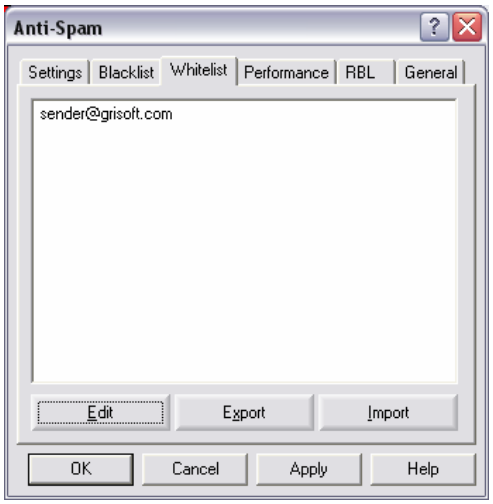
You can compile a list of senders that you expect to send you unwanted messages (SPAM). You can also compile a list of full domain names (like *spammingcompany.com* for example), that you expect or receive SPAM messages from. All e-mail addresses from the listed domains will be identified as spam.

Once you have such a list of senders and/or domain names prepared, you can enter them by two different ways:

- ***Edit*** - press this button to open a dialog, where you can manually enter a list of addresses (you can also use copy and paste). Insert one item (sender, domain name) per line.
- ***Import*** - if you already have a text file of e-mail addresses / domain names prepared, you can simply import it by selecting this button. The input file must be in plain text format, and the content must contain only one item (address, domain name) per line.

If you decide to export the records for some purpose, you can do so by pressing the ***Export*** button. All records will be saved to a plain text file.

- ***Whitelist***



The ***Whitelist*** tab represents a global list of approved sender e-mail addresses and domain names whose messages will never be marked as a SPAM.

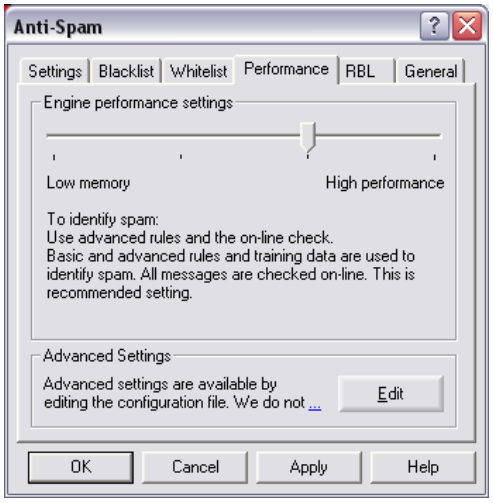
You can compile a list of senders that you do not expect to send you any unwanted messages (SPAM). You can also compile a list of full domain names (like *grisoft.com* for example), from that you do not expect any SPAM messages as well.

Once you have such a list of senders and/or domain names prepared, you can enter them by two different ways:

- o ***Edit*** - press this button to open a dialog, where you can manually insert a list of addresses (you can also use copy and paste). Insert one item (sender, domain name) per line.
- o ***Import*** - if you already have a text file with e-mail addresses or domain names prepared, you can simply import it by selecting this button. The input file must be in plain text format, and the content must contain only one item (address, domain name) per line.

If you decide to export the records for some purpose, you can do so by pressing the ***Export*** button. All records will be saved to a plain text file.

- ***Performance***



The tab offers performance settings.

- o ***Engine performance settings*** - move the slider left or right to change the level of scanning performance. There are four possible stages:
  - ***Use rules and spam database cache (highest performance)***

    This mode will consume large amount of memory. During the scanning process to identify spam, the following features will be used: Rules and SPAM database cache, basic and advanced rules, spammer IP addresses and spammer databases.

  - ***Use advanced rules***

    During the scanning process to identify spam, only basic and advanced rules and training data will be used. ***This mode is recommended to all newer computers.***

  - ***Use basic rules only***

    During the scanning process to identify spam, only basic rules and training data will be used. This settings allows the Anti-Spam engine to run very fast and consume a small amount of memory, but SPAM detection is not as reliable as if Advanced rules are selected.

  - ***Do not use rules (lowest memory usage)***

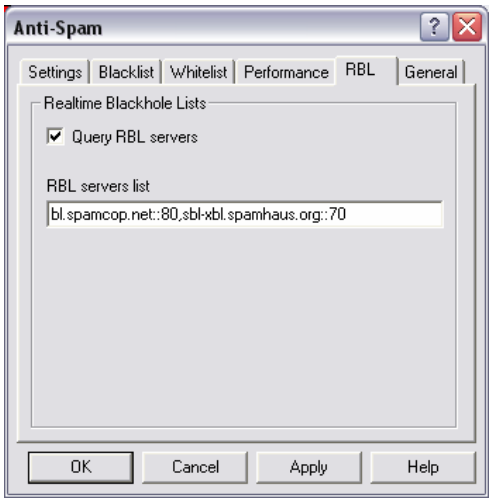
    During the scanning process to identify spam, no rules will be used. Only training data will be used for identification. This mode is not

recommended for common use, unless the computer hardware is really poor.

o ***Advanced settings*** - Press the ***Edit*** button to view the **Anti-Spam** configuration file, where all advanced settings are available for editing.

Note: *We strongly recommend not to change the content of this file, unless you are fully familiar with all advanced settings of Spamcatcher (Mailshell Inc.). Any inappropriate change to the file may result in bad performance or component incorrect functionality/failure.*

- ***RBL***



The ***RBL*** tab offers the ***Query RBL servers*** option. RBL (Realtime Blackhole List) server is a DNS server with an extensive database of known spammer senders. When this feature is switched on, all e-mail messages will be verified against the RBL server database and if marked as spam if identical to any of the database entries.

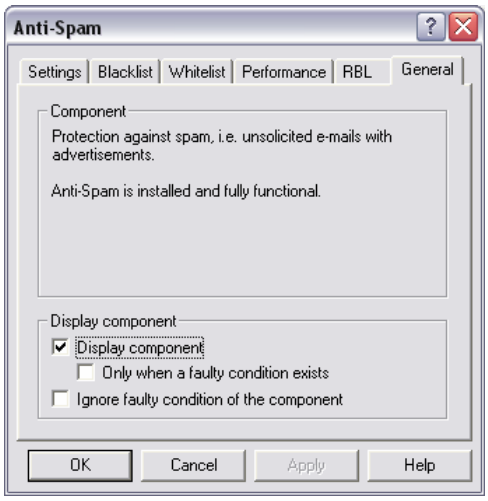
The ***RBL servers list*** allows you to define specific RBL servers locations. By default, two RBL servers addresses are specified. We recommend to keep the default settings unless you are an experienced user and really need to change this settings.

The RBL servers databases contain the latest up-to-the-minute spam fingerprints, to provide the very best and most accurate spam detection. This feature is especially useful for users who receive large amounts of spam that is not being normally detected by the **Anti-Spam** engine.

Note: *Enabling this feature may on some systems and configurations slow down the e-mail receiving process, as every single message must be verified against the RBL server database.*

No personal data is sent over to the server!

- ***General***



The ***General*** tab offers an overview of general information on the **Anti-Spam** component, and allows you to define whether the component should be displayed always, or only when a faulty condition exists, or whether the component's faulty condition should be ignored.

12. Virus Vault

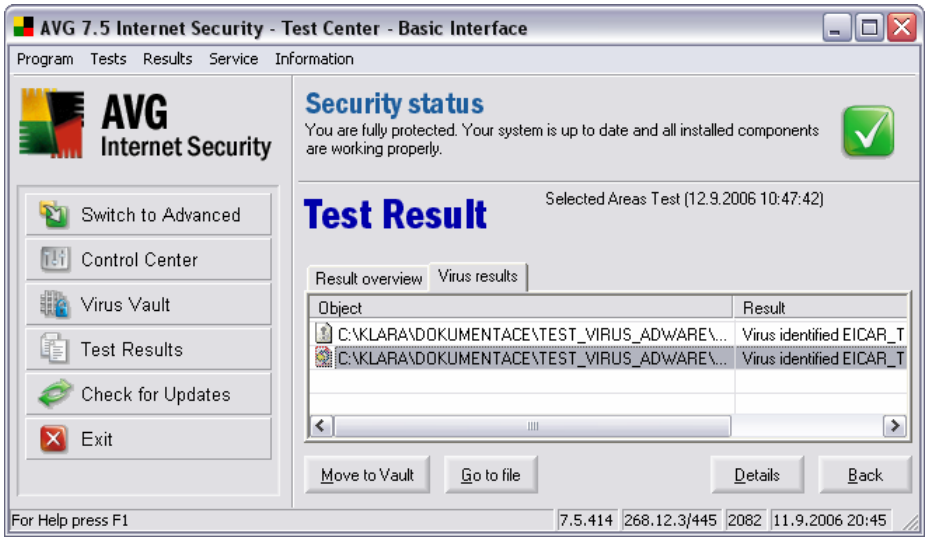
The ***Virus Vault*** application is a safe environment for the management of suspect/infected objects detected during AVG tests.

Once an infected object is detected during scanning, and AVG is not able to heal it automatically, you are asked to decide what is to be done with the suspect object. The recommended solution is to move the object to the **Virus Vault** for further treatment.

12.1. Moving Suspect Objects into the Virus Vault

If a suspect/infected object is detected during scanning, and reported in the test results, you should move the object into the **Virus Vault**:

- In the ***Test Result*** screen (in the relevant tab- ***Virus results*** or ***Spyware found***) select the infected file (virus, registry entry, tracking cookie, etc.) you want to move to the **Virus Vault**
- Press the ***Move to Vault*** button to move the object to the vault



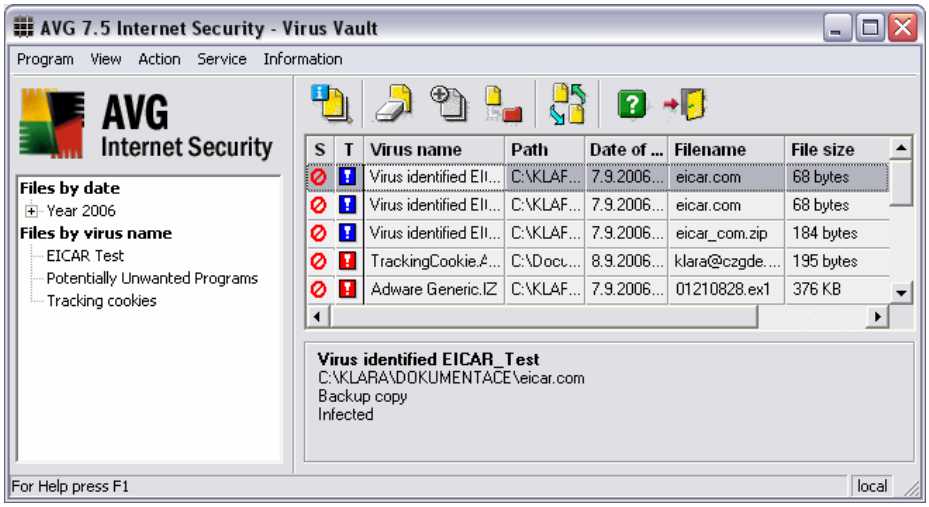
Within the **Virus Vault** you can then examine the object, delete it, and even heal and restore the object when a new cure for this kind of infection is implemented.

12.2. Virus Vault Environment

To open the ***Virus Vault***:

- In the ***Basic Test Center Interface*** select the ***Virus Vault*** left menu item
- In the ***Advanced Test Center Interface*** select from the top menu ***Program/Launch Virus Vault***
- In the **Control Center** select from the top menu ***Program/Launch Virus Vault***
- From the Windows Start menu:

  Start/All programs/AVG 7.5/AVG Virus Vault



The navigation tree in the left section of the **Virus Vault** environment allows you to review infected objects by:

- Files by date
- Files by virus name

All infected objects stored in the **Virus Vault** are displayed in a list in the main box; and for each object the following information is presented:

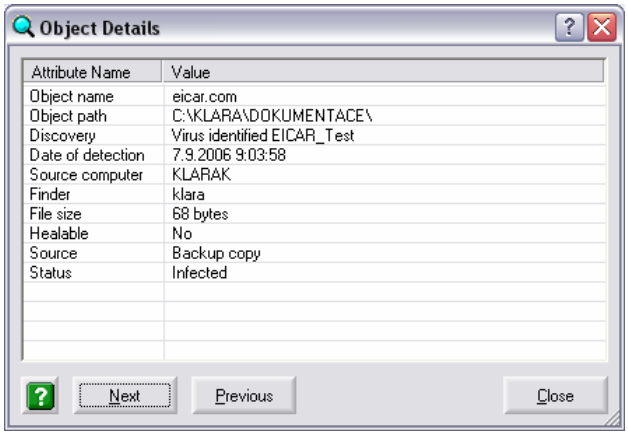
- ***S*** – object status:
  - infected/suspect object (red crossed circle)
  - cured object (red cross)
- ***T*** – object type
  - ***object moved to the Virus Vault*** (exclamation mark in the red field)
  - ***object's backup created in Virus Vault before healing*** (exclamation mark in the blue field)
- ***Virus*** name – suggested name of the infection
- ***Path*** – the complete path to the suspect object's previous location
- ***Date of detection*** – time and date when the suspected object was identified
- ***Filename*** – exact name of the suspect/infected file
- ***File size*** – exact size of the suspect/infected file

12.3. Virus Vault Administration

To administer the **Virus Vault** environment you may use the top menu category ***Action*** and its options:

- ***Action / Display File Details***

  to see a review of detailed information on the infected object



- ***Action / Empty the Virus Vault***

  to delete all contents of the Virus Vault

- ***Action / Heal file***

  to heal the selected file if the cure is available; once the file is healed, its status changes to ***healed object***.

- ***Action / Delete file***

  to remove the selected object from the Virus Vault.

- ***Action / Restore file (Restore file as)***

  to restore the suspected object moved to the Virus Vault in its original location; you will be asked to specify the restored file name and location.

Corresponding to the top menu options are the shortcut buttons of the ***toolbar navigation*** in the upper part of the screen. To show/hide the toolbar select from the top menu ***View / Toolbar***.

The rest of the top menu items are similar to those described in other AVG applications. For detailed information please refer to chapter 7. AVG Basic Test Center Interface.

13. Tests Review

One of the main features of AVG is on-demand scanning. On-demand tests are designed to scan various parts of your computer whenever suspicion of possible virus infection arises. Anyway, it is strongly recommended to carry out such tests regularly even if you think that no virus can be found on your computer. The recommended period for complete system scanning is approximately 1 week.

All the on-demand tests are run from the **Test Center** environment. Tests can be also planned and run according to the preset schedule.

For more information on test scheduling see 7.9 Test Scheduling or 8.2 Scheduled Tasks sections.

Different test types are available with vendor pre-set parameters, by default.

- ***Complete Test***
- ***User Test***
- ***Selected Areas Test***
- ***Detailed Test***
- ***Detailed User Test*** (accessible from ***Test Manager*** in the ***Advance Test Interface***)
- ***System Areas Test*** (accessible from ***Test Manager*** in the ***Advance Test Interface***)

You can change the test configuration according to your own needs. However, for less experienced computer users it is recommended to use the default test configuration.

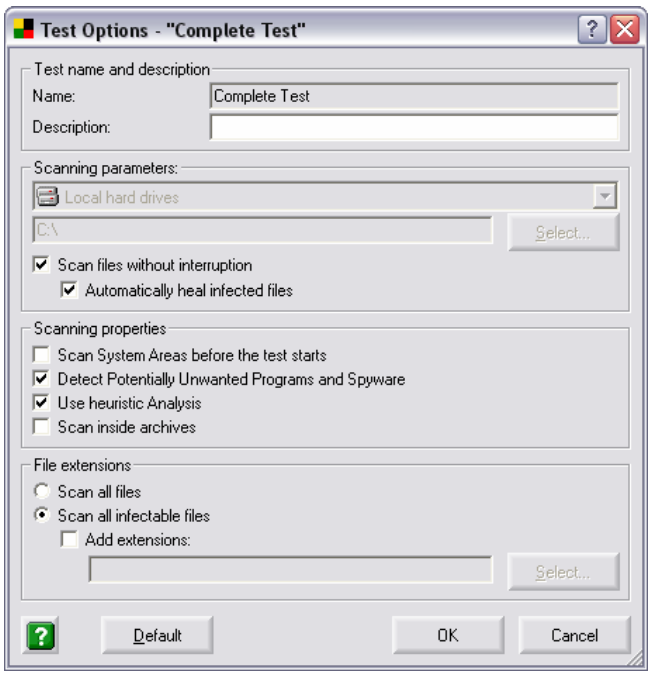
13.1. Complete Test

The ***Complete Test*** will scan all hard drives of your computer, and will detect and possibly heal or remove any virus found.

a) Complete Test – Settings

The ***Complete Test*** can be used either with the default configuration pre-set by the AVG vendor or you can also define your own test settings (however, this is only recommended to experienced users). To edit the ***Complete Test*** settings follow these steps:

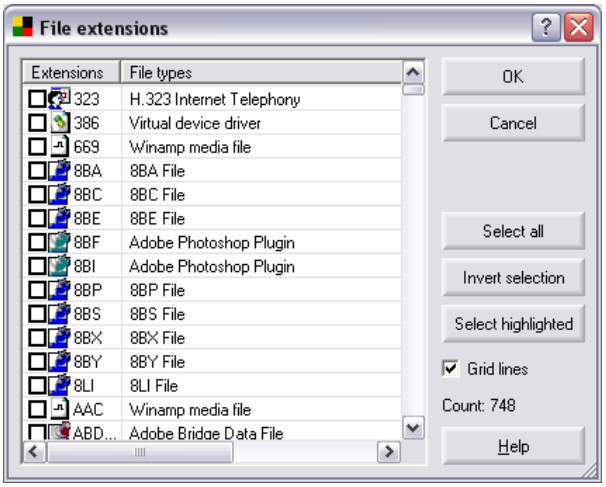
- In the ***Basic Test Interface*** select from the top menu ***Tests/Complete Test settings*** to open the dialog window for elementary configuration of the ***Complete Test***:



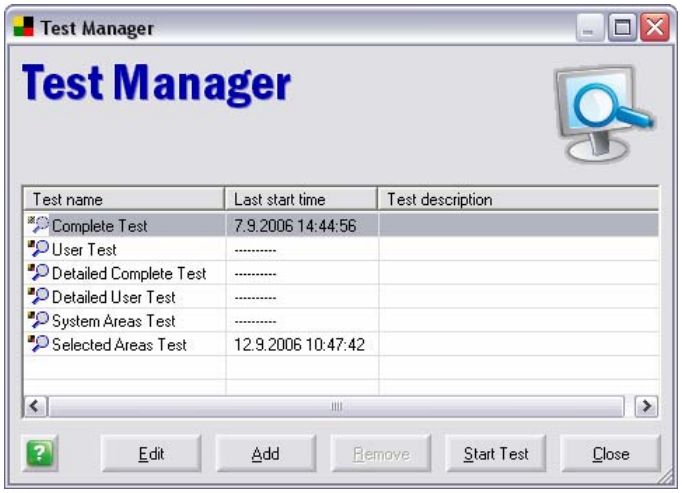
This dialog allows you to configure some of the test parameters:

- ***Test name and description*** – in the ***Name*** field the ***Complete Test*** text is pre-set by default; and you can enter additional information about the test into the ***Description*** field.
- ***Scan files in*** – the complete test scans the hard disks of your PC and within the ***AVG Basic Test Interface*** environment you cannot change these settings.
- ***Scanning properties*** – in this section you can define the desired scanning methods and functions to be applied during scanning by selecting them from a list. If you prefer not to ***Detect Potentially Unwanted Programs and Spyware***, deselect this option. To learn more about ***Potentially Unwanted Programs***, navigate to chapter 7.14.
- ***File extensions*** – specify whether the test should scan all files (***Scan all files***) or only all 'infectable' files (***Scan all infectable files***).

  If you decide to scan all 'infectable' files you can also define the specific file extensions. Mark the ***Add extensions*** check box to activate the ***Select*** button that opens a new dialog. Within this dialog you can see the list of file extensions and corresponding file types; select those that should be scanned:

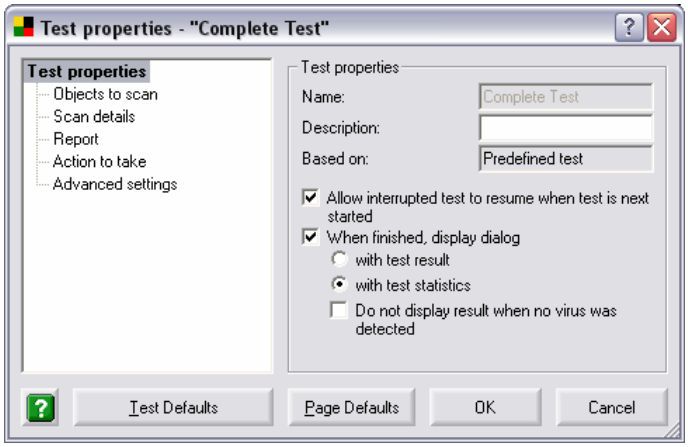


o In the ***Advanced Test Interface*** select from the top menu ***Tests/Test Manager/Complete Test***:



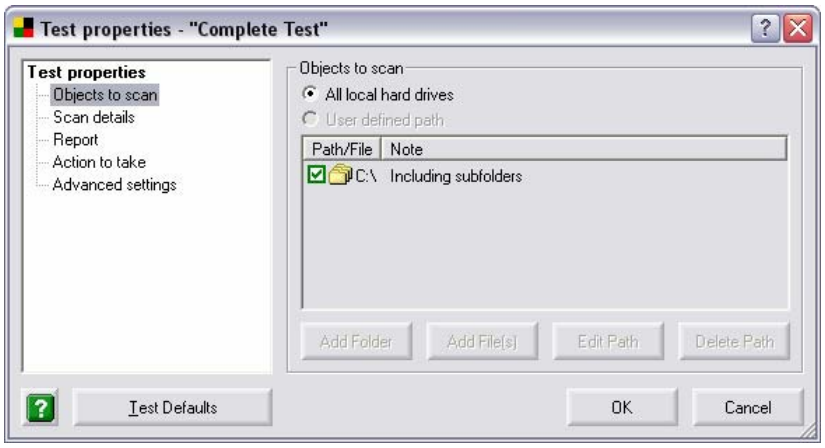
Press the ***Edit*** button to open a dialog window of the ***Complete Test*** extended configuration with six tabs (to be opened one by one from the navigation tree in the left section of the window):

o ***Test properties***



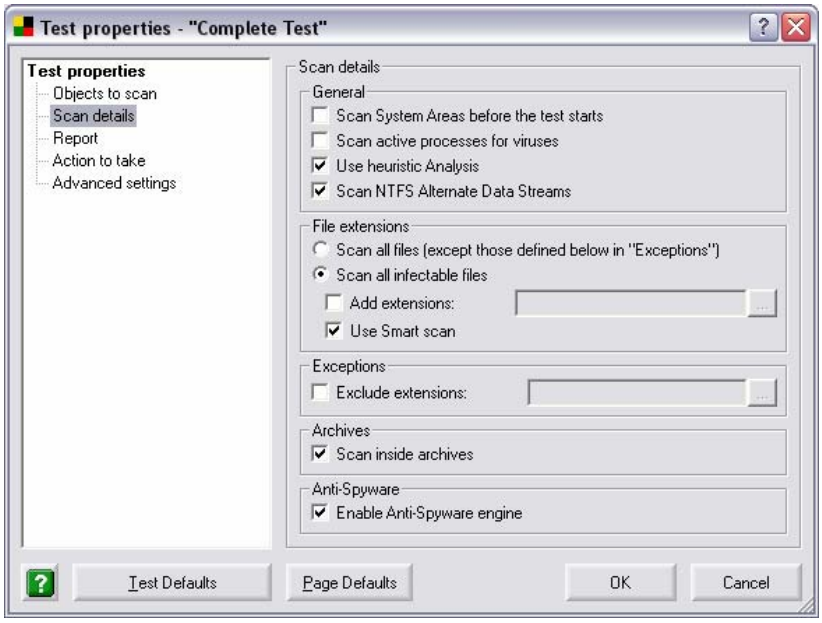
- ***Name*** – the test name is specified by default as ***Complete Test*** and cannot be changed
- ***Description*** – in this field you can specify your own additional information describing the test (specific settings, ...)
- ***Based on*** – this field contains information about the fact the test is predefined by the program vendor
- ***Allow interrupted test to resume when test is next started*** – mark this option to allow the test that has been interrupted during its run to resume scanning (at the second start of the test only locations that have not been scanned previously will be examined)
- ***When finished, display dialog*** – select what information should be displayed when the test is finished

o ***Objects to scan***



By default, the ***Complete Test*** scans all hard drives of your computer and you cannot define only a specific location as is possible e.g. with the ***Test Target***.

o ***Scan details***



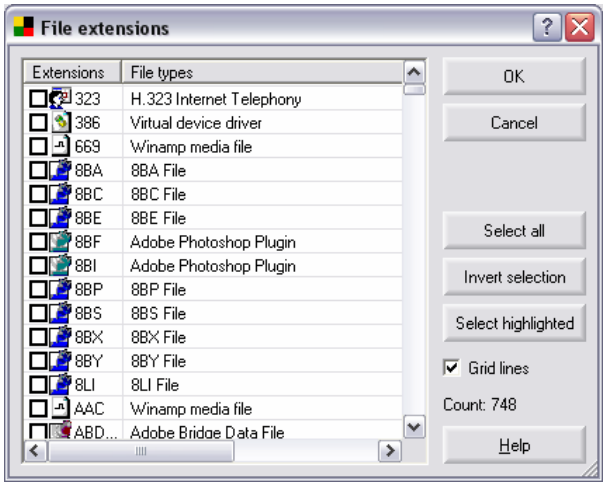
- ***General*** – in this dialog you can define whether the system areas should be scanned and if heuristic analysis should be used for scanning. You can also scan all active operating system processes by ticking the ***Scan active processes for viruses*** check box. An active process is basically a running application, that may be a regular software program or could be a virus/spyware/malware or different type of danger. Here you can also select not to ***scan NTFS Alternate Data Streams***.

  Note: *NTFS Alternate Data Streams is a Windows feature that can be misused by attackers (hackers mostly) for hiding data, especially rootkits, viruses, trojans, etc. Therefore it is recommended to keep this settings checked (as by default).*

  You can also scan all active operating system's processes by ticking the ***Scan active processes for viruses*** check box. An Active process is basically a running application, that may be a regular software or also a virus/spyware/malware or different type of danger.

- Further, decide whether the scanning should be performed on all files or only on 'infectable' files (***File extensions***), and you may also define extensions of files that will be excluded from scanning (***Exclusions***). You can also select the option of scanning files inside archives (***Archives***).
- In the ***Anti-Spyware*** section you can disable/enable scanning for spyware/malware with the Anti-Spyware engine (***Enable Anti-Spyware engine*** check box).

If you decide to scan only all 'infectable' files, you can also define specific extensions determining files that should be scanned. Select the ***Add extensions*** option to activate the ***Select*** (***...***) to open a new ***File extension*** dialog:



In this dialog you are invited to select from the list of extensions and corresponding files those that should be scanned. The ***File extensions*** dialog window offers the following control buttons:

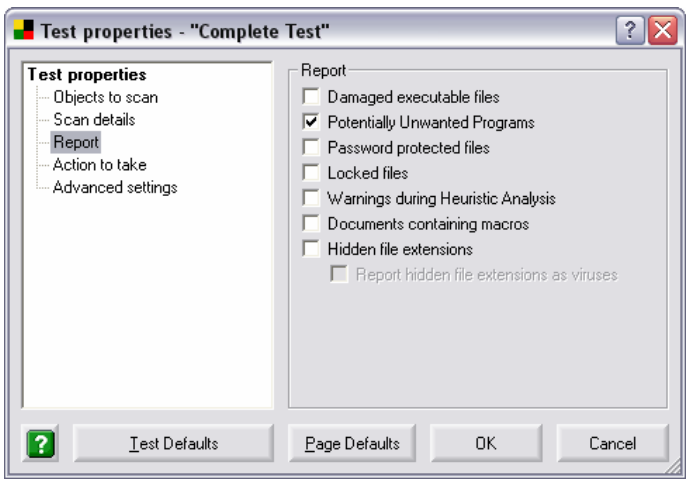
- ***OK*** – accepts all selected extensions, includes all files with the specified extension into scanning by the ***Complete Test*** and closes the ***File extensions*** dialog window

- ***Cancel*** – closes the ***File extensions*** dialog window without applying any changes
- ***Select all*** – marks all extensions in the list as selected
- ***Invert selection*** – when selecting a large amount of extensions it might be easier to define extension of file that should not be scanned, and then to invert the selection
- ***Select highlighted*** – files with a specific extension can be selected directly in the list by clicking the file's name (for multiple selection press the ***Shif***t key at the same time) and then marked as selected at once using the ***Select highlighted*** button
- ***Help*** – opens a new window with the dialog related help information

In the ***File extension*** section you can also apply the ***Use Smart scan*** option. This option can only be used if you have previously selected that you want to scan only all 'infectable' files. The ***Smart scan*** function can recognize the file type from its content regardless of the file extension, i.e. it scans 'infectable' files even if these are not defined by their extension as to be scanned but that can still be infected (*e.g. exe files that have been renamed*).

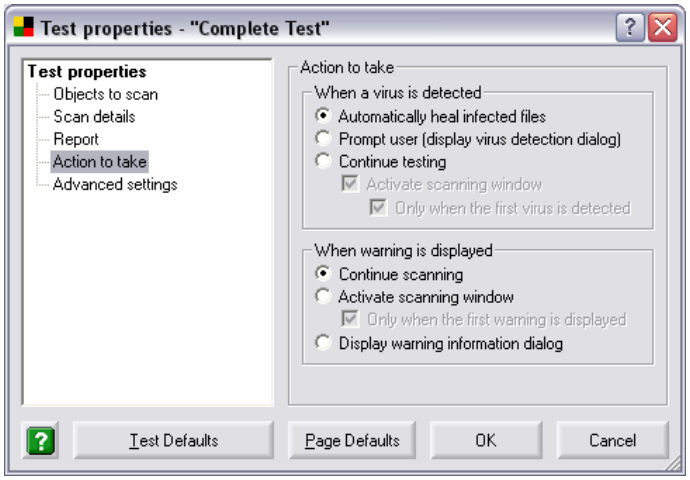
- ***Exceptions*** – in this section you can on the other hand define extensions of files that should be excluded from scanning by the ***Complete Test***. Use the ***Select*** (***...***) button to open the ***File extensions*** dialog again and specify your own definition of files intended for scanning. For a detailed description of this dialog please refer to the previous paragraph.
- ***Archives*** – this section offers the ***Scan inside archives*** option. If the option is allowed, the ***Complete Test*** opens and scans also all files saved in common archive types.

o ***Report***



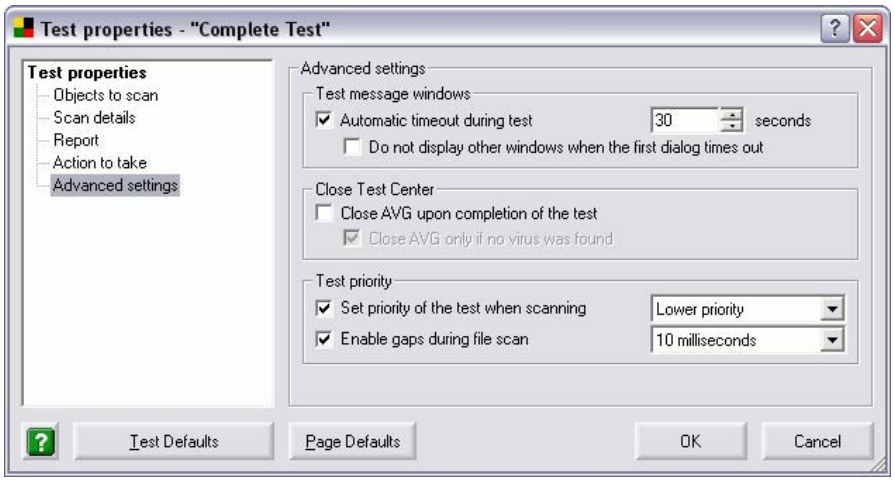
The dialog provides a list of situations that can be encountered during the test run. Mark up those situations that you want to be informed about if they occur.

o ***Action to take***



- ***When a virus is detected*** – if a virus is detected during scanning, it can be healed if a cure is available (***Automatically heal infected file*** option). If the virus cannot be healed automatically, you can decide about its further treatment based on information about the virus detection (***Prompt user*** option) or you can keep on scanning without interrupting the test (***Continue testing*** option). Should you decide not to interrupt the test and continue scanning, you can use the following options (***Activate scanning window***, ***Only when the first warning is displayed***) to configure the program behavior and specify which way (if at all) you want to be informed about virus detection.
- ***When warning is displayed*** – similarly, in this section you can define the program behavior in a situation when a warning message pops up (as defined on the previous ***Report*** tab).

o ***Advanced settings***



The dialog allows the setting of the specific test parameters determining the **Test Center** interface behavior:

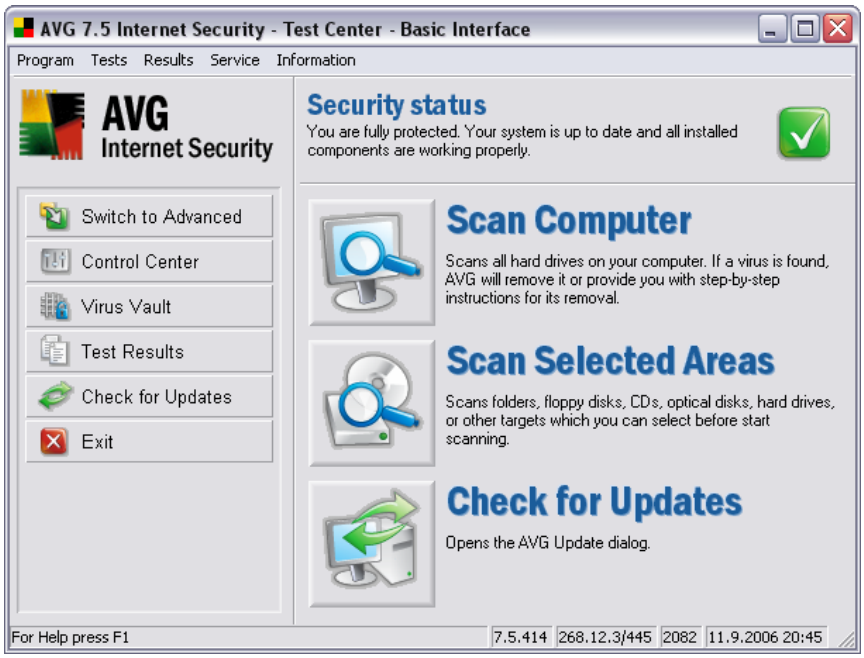
- ***Test message windows*** – specify for how long the warning messages should be displayed

- ***Close Test Center*** – select whether the **Test Center** should be closed after the test is finished or it should be closed only if the test finishes with negative results
- ***Test priority*** – in this section you can set/edit the test priority (compared to other running applications) and also define the length of time gaps during scanning (within one test).

  Generally it is true: the lower the test priority and the longer the time gap, the longer the whole test takes but at the same time the lower the overall system load. This configuration can be used for instance when you need to decrease system load on older/slower computers.

b) Complete Test - Start

The easiest way to run the ***Complete Test*** is to press the ***Scan Computer*** button in the ***Basic Test Interface***:

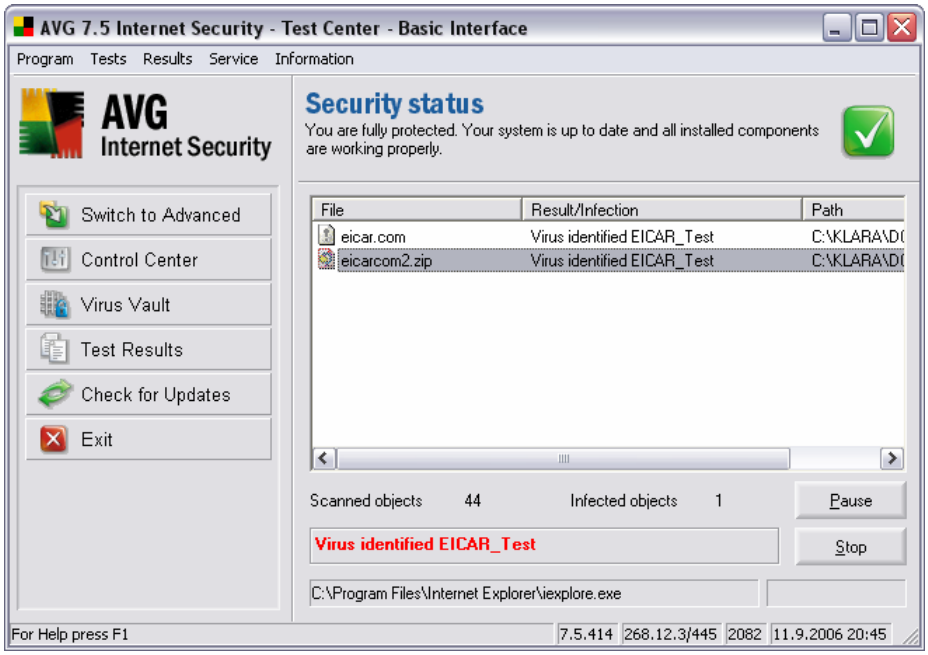


Also, you can run the ***Complete Test***:

- o in the ***Basic Test Interface*** select from the top menu: ***Tests/Start Complete Test***
- o in the ***Advanced Test Interface*** select from main menu: ***Test manager/Complete Test***
- o in the **Test Center** environment just press the F4 key

c) Complete Test – Progress

When the ***Complete Test*** starts, a new screen is displayed showing the progress and results of the test. If suspect files are found, you will see them in the main box of the screen:



In the new window you will be able to see for each possible virus found:

- ***File*** – full name of the infected file
- ***Result / Infection*** – short information on the suspected infection
- ***Path*** – location of the infected file

In the window's bottom section you can continuously watch the test progress, and review information on:

- Number of scanned objects
- Number of infected objects
- Number of identified viruses
- Currently scanned file location
- Test status

You can also ***Pause / Continue***, or ***Stop*** the test here by pressing the corresponding buttons.

d) Complete Test – Results

If a virus was identified during scanning you will be immediately informed about it with the following announcement:

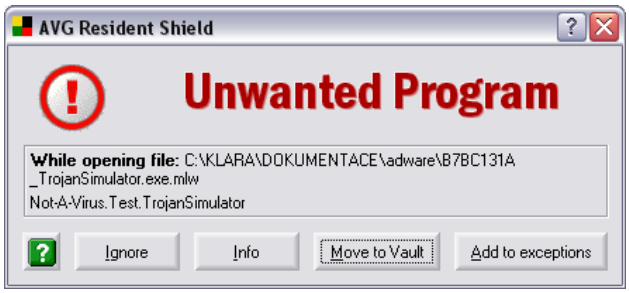
The Virus Detected dialog informs you about the detected infected file and its location. Selecting the ***Do not show this dialog again (scan files without interruption)*** option you confirm you do not wish to be informed about the scanning results before the test is completed.

The Virus Detected dialog provides the following control buttons:

- ***Ignore*** – press to ignore the "virus detected" announcement and continue scanning
- ***Info*** – opens the on-line virus encyclopedia where you can find information on the detected virus
- ***Heal –*** allows you to heal the infected object if the cure for this kind of infection is available
- ***Move to Vault*** – moves the infected file into the **Virus Vault** (and deletes it from its current location)
- ***Stop*** – interrupts the currently run test

AVG is able to analyze and detect executable applications and DLL libraries that could be potentially unwanted within the system. Generally known as Potentially Unwanted Programs (for example spyware, adware).

If a Potentially Unwanted Program is found during the testing, you will be notified by the following dialog:



The dialog informs you about the detected Potentially Unwanted Program location. Selecting the ***Do not show this dialog again (scan files without interruption)*** option you confirm you do not wish to be informed about the scanning results before the test is completed.

The dialog offers several operating buttons you can use for further treatment of the suspicious file:

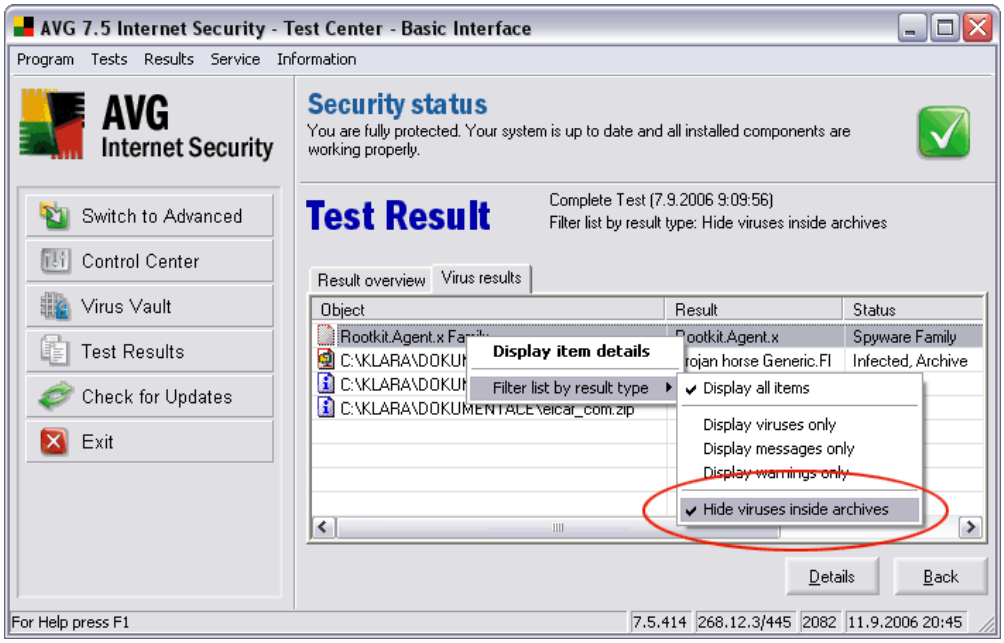
- ***Ignore*** – ignores the **Resident Shield** warning, and allows you to continue working (and also forbids access to the threat)
- ***Info*** – opens the on-line virus encyclopedia where you can look up detailed information on the identified threat
- ***Move to Vault*** – moves the potentially unwanted object into the **Virus Vault** (and also removes it from its current location)
- ***Add to exceptions*** – allows to keep the ***Potentially Unwanted Program*** in the system and define it as a ***Potentially Unwanted Programs Exception***. A confirmation dialog will be displayed.
- ***Stop*** – interrupts the currently run test

The test also scans the content of archive files. If there is a suspect object detected inside the scanned archive, you will be informed with the exact dialog as in case of a regular findings. The dialog refers to the whole archive, not to the specific infected file inside it, e.g. you will only be informed about the suspect archive's name and location.

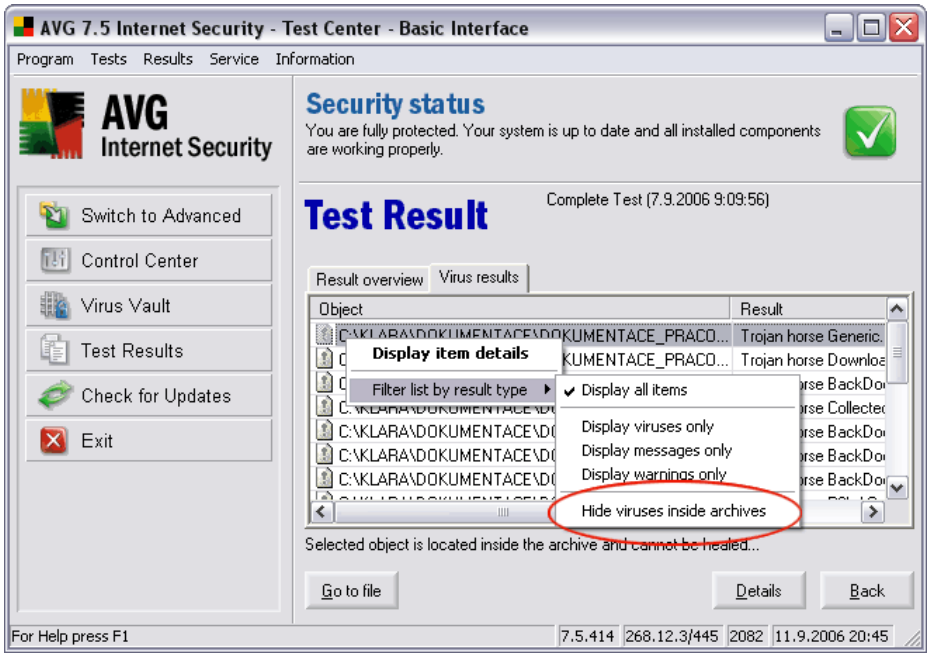
The ***Move to Vault*** button will transfer the whole archive to the **Virus Vault.**

However, in the ***Test result*** overview you can also display detailed information on specific infected files inside the archive. To do so, navigate to the ***Virus results*** tab, or ***Spyware found*** tab (will be displayed only if any spyware/malware was found).

In the following screenshot, only the detected archives with infected content are displayed in the test result overview:



Right-click your mouse in the grid of the ***Test Result*** dialog (and its appropriate tab) to open the context menu: in the context menu then uncheck the ***Hide viruses inside archives*** option to reach the complete display of all objects embedded in the detected archives (in the overview, an archive/embedded object are also distinguished graphically by different icons):



Next to the information on the test type and its launch date in the upper right-hand section of this dialog, you can find here the information about the test result list filtering used.

e) Complete Test – Statistics

Once the test is completed, you will be informed about the test results by the ***Scanning statistics*** dialog that provides comprehensive information on the test progress and results:

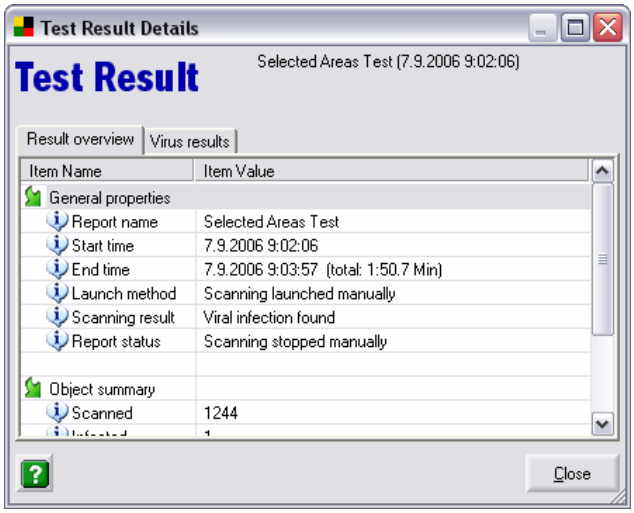
Whenever infection is detected, AVG tries to heal it automatically. If there is any problem healing the infected file, you will be asked for further instructions. Sometimes, you have to treat the infected files manually. The recommended solution for this case is to move the infected file into the **Virus**

Vault for further treatment with minimum risk of affecting the clean area of your computer.

For more information on Virus Vault refer to 12. Virus Vault.

A detailed overview of the ***Complete Test*** results is available in the ***Test report – more details*** dialog. To open this dialog:

- Click the ***Display Result*** button in the ***Virus found*** window
- In the ***Basic/Advanced Test Interface*** select the ***Test Results*** option from the left menu and choose the appropriate test in the window main section; then press the ***Content*** button



13.2. User Test

The ***User Test*** allows you to use the default settings of the preset test and to configure the parameters according to your own needs at the same time. The test configuration interface, the test launch and progress, and the test results display are basically the same as with the ***Complete Test***.

To edit the *User Test* settings you may do one of the following:

- In the ***Basic Test Interface*** select from the top menu ***Tests/User Test settings***
- In the ***Advanced Test Interface*** select from the to menu ***Tests/Test Manager/User Test*** and click the ***Edit*** button
- In the **Test Center** environment use the ***Ctrl + F5*** keyboard shortcut

For further User Test settings options refer to the Complete test settings *related section of this chapter*.

To run the *User Test* you can:

- In the ***Basic Test Interface*** select from the top menu ***Tests/Start User Test***
- In the ***Advanced Test Interface*** select from the top menu ***Tests/Test Manager/User Test*** and click the ***Start Test*** button
- In the **Test Center** environment use the ***F5*** keyboard shortcut

For a detailed description of specific dialogs please refer to chapter 13.1 Complete test.

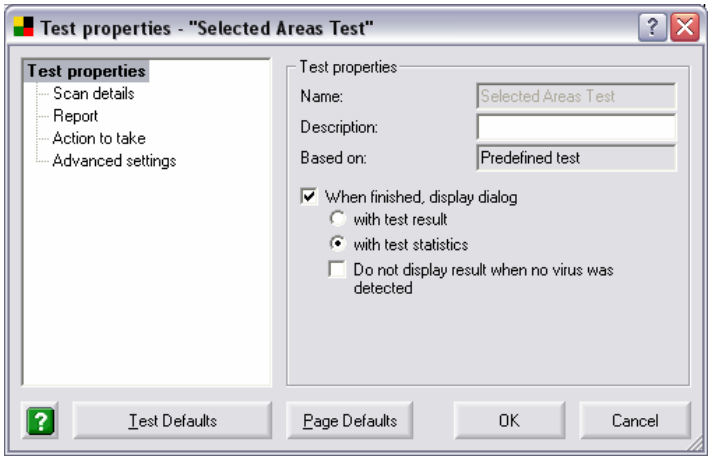
13.3. Selected Areas Test

The ***Selected Areas Test*** examines only those areas of your computer that you have defined as to be scanned (selected folders, hard disks, floppy discs, CDs, etc.) Further test progress in case of virus detection and its treatment is the same as with the ***Complete Test***.

a) Selected Areas Test – configuration and launch

The configuration dialog of the ***Selected Areas Test*** can be opened:

- from the ***Basic Test Interface*** by the ***Selected Areas Test*** quick link
- from the ***Advanced Test Interface*** selecting the ***Test Manager/Selected Areas Test*** option in the left menu



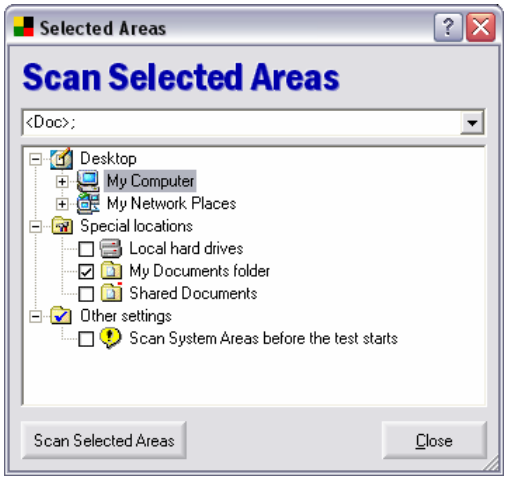
In the left section of the newly-opened dialog you can select from several test configuration sections – the test configuration itself is very similar to the ***Complete Test*** configuration, see chapter 11.1 a) – Complete Test - Settings.

b) Selected Areas Test – Launch and Progress

The ***Selected Areas Test*** can be launched:

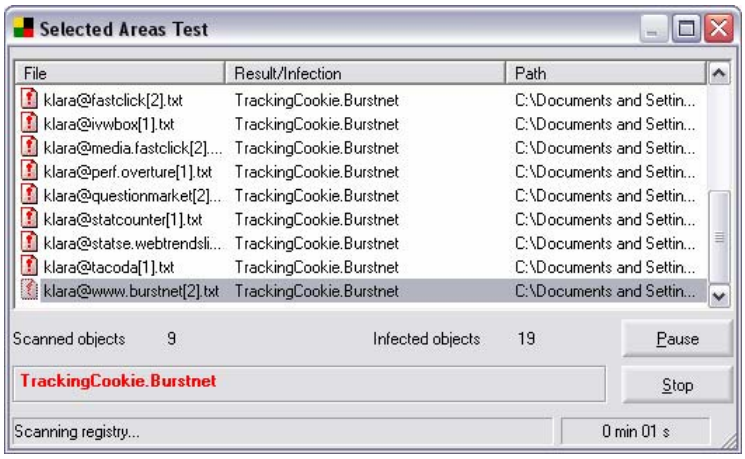
- from the ***Basic Testing Interface*** via the ***Selected Areas Test*** quick link
- from the ***Advanced Testing Interface*** selecting the ***Test Manager/Selected Areas/Start Test*** option in the left menu

This choice opens a new ***Selected Areas*** dialog with the navigation tree representing your local disk and network neighborhood; within this tree you can specify the locations that should be scanned:



Once the locations to be scanned are defined, the ***Scan Selected Areas*** button activates and you can press it to confirm your selection and start the test.

The test progress can be observed in the ***Selected Areas Test*** dialog:



In the new window you will be able to see for each possible virus found:

- ***File*** – full name of the infected file
- ***Result / Infection*** – short information on the suspected infection
- ***Path*** – location of the infected file

In the window's bottom section you can continuously watch the test progress, and review information on:

- Number of scanned objects
- Number of infected objects
- Number of identified viruses
- Currently scanned file location

- Test status

You can also ***Pause/Continue***, or ***Stop*** the test here by pressing the corresponding buttons.

c) *Selected Areas Test – Results*

If a suspect file is detected during the test run, you will be informed about it with this warning. *For a detailed description of the warning message please refer to chapter 13.1 d) – Complete Test – Results*:

d) *Selected Areas Test – Scanning Statistics*

When the test is completed, the test results will be presented to you in the form of a ***Scanning statistics*** dialog that offers information on the test run and results:

Detailed test results information can also be found in the ***Test Result Details*** dialog that can be reached:

- from the ***Basic Testing Interface*** selecting the ***Test Results/...specific test.../Details*** button in the left menu
- from the ***Advanced Testing Interface*** vial the left menu option of ***Test Results/...specific test...***

13.4. Detailed Tests

The AVG offers detailed alternatives of the ***Complete*/*User Test***. Detailed tests are available within the ***Advanced Test Interface*** only. The detailed version of each test performs scanning similar to the standard test setting but while each standard test scans the scope of all infectable files, the detailed test version scans all files.

13.5. E-mail Scanner

EMS stands for the ***E-mail Scanner***, and it is the AVG application component used to check incoming/outgoing e-mail messages. **E-mail Scanner** can be controlled from **Control Center** – see the component **E-mail Scanner**.

EMS is an alternative solution for checking e-mail messages in e-mail clients that are not directly supported by the AVG application (in the form of a program plugin).

EMS works as a filter between the e-mail program you use (e.g. Outlook Express, Incredimail, Netscape, etc.) and your Internet/e-mail communication provider. AVG collects both incoming and outgoing messages, saves them in a temporary directory for virus scanning, and then actually receives/sends them.

E-mail Scanner Use

You need to know your e-mail program name and version to be able to state whether you should install EMS or not. If you are not sure which e-mail program you use, run the e-mail communication program and find the ***Program Information*** menu item (or a corresponding menu item).

a) ***You do not need to install EMS*** if you use one of the listed e-mail programs:

- MS Outlook 97/98/2000/2003 (part of the Microsoft Office installation)
- MS Exchange client 4.0, and higher
- The BAT! 1.61, and higher
- Qualcomm Eudora (32 bit)

In this case, AVG guarantees to protect your e-mail communication with a plugin implemented directly in the AVG installation.

b) ***You need to install EMS*** if you use one of the listed e-mail programs:

- MS Outlook Express 4.0, and higher
- Netscape mail
- Incredimail
- any other e-mail program

In this case, you need to use the **E-mail Scanner** for monitoring of your electronic mail. By default, **E-mail Scanner** will be installed and run in fully automatic mode. We strongly recommend that you keep to these default settings unless you have an actual reason to change it.

Of course, it is possible to set the **E-mail Scanner** configuration manually according to your needs.

13.6. Command Line Test Launch

In case you need to launch the test from the command line, use the AVGSCAN.EXE file run from the folder where AVG is installed. The command should be in this form:

AVGSCAN.EXE C: /parameter

If you want to test a specific file/folder, in the above mentioned example provide the path to this file/folder instead of C:

The following parameters can be used:

- ERRORLEVEL == 0 /* everything is o.k. */
- ERRORLEVEL == 1 /* user cancelled/interrupted test */
- ERRORLEVEL == 2 /* any error during the test – cannot open file etc. */
- ERRORLEVEL == 3 /* change identified */
- ERRORLEVEL == 4 /* suspicion detected by heuristic analysis */
- ERRORLEVEL == 5 /* virus found by heuristic analysis */
- ERRORLEVEL == 6 /* specific virus detected */
- ERRORLEVEL == 7 /* active virus in memory detected */
- ERRORLEVEL == 8 /* AVG corrupted */
- ERRORLEVEL == 9 /* double extension */
- ERRORLEVEL == 10 /* archiv contains password protected files */

14. Program Updates

Any security system can only guarantee reliable protection if it is updated regularly. AVG provides a reliable and fast update service with quick response times. Modern viruses spread very quickly and infect huge numbers of workstations in a very short time period. Therefore, it is necessary that servers especially get updated as soon as possible so that the threat is stopped before end-user machines can be infected.

14.1. Update Levels

AVG offers three update levels to select from:

- ***Priority update***

  Priority update contains changes necessary for reliable anti-virus 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.

- ***Recommended update***

  Recommended update contains various program changes, fixes and improvements.

- ***Optional update***

  Optional update reflects changes that are not necessary for program functionality – texts, updates of the setup component, etc. Optional updates can be downloaded and applied together with recommended updates but their importance is rather low.

When scheduling an update, it is possible to select which priority level should be downloaded and applied. Higher update levels automatically include more critical ones.

14.2. Update Types

You can distinguish between two types of update:

- ***On demand 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.

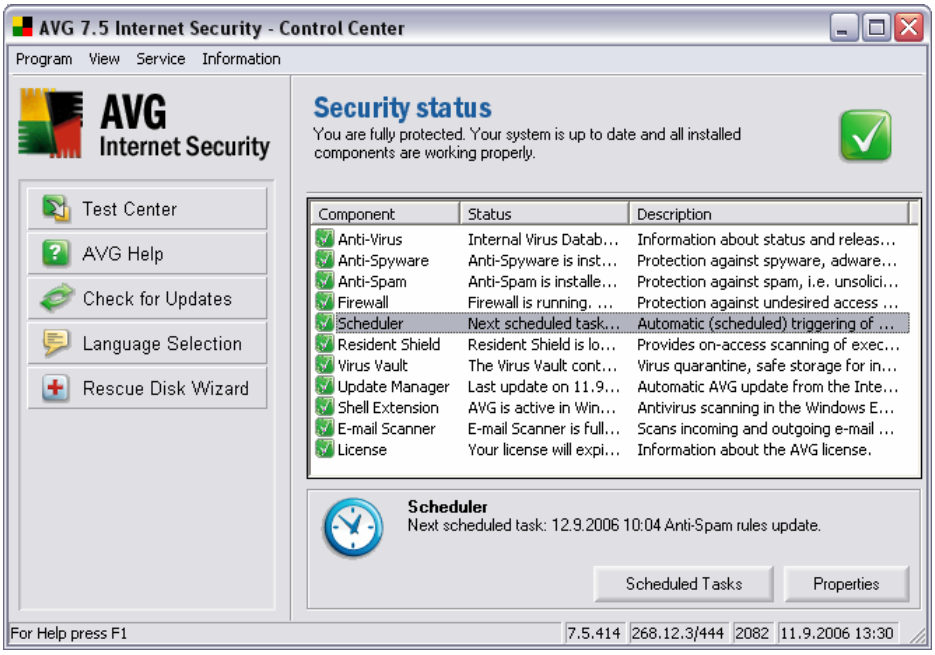
14.3. Update Schedule

The update files can be downloaded directly from the Internet. To make sure you always get the latest version of update files it is recommended to create an update

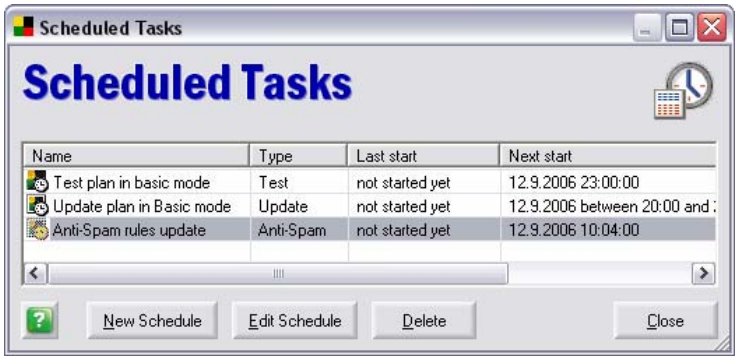
schedule that checks for critical updates directly from the Internet at regular intervals.

In both cases, to set up update schedules follow these steps:

In the **Control Center** select the **Scheduler** component from the component list and then, in the bottom part of the window, press the ***Scheduled Tasks*** button:



The button opens a new ***Scheduled Tasks*** dialog window with an overview of the currently configured tasks:



To create a new update plan press the ***New schedule*** button that opens the ***Scheduled task properties*** dialog window with four tabs:

- Task
- Perform task
- Action to take
- If missed

a) *Update plan configuration / Task tab*

The ***Task*** tab allows you to set the following parameters:

- ***Name*** – this field's default text is set to the ***Update plan*** but you can change it as needed and specify your own task name
- ***Comment*** – into the ***Comment*** field you can type in your own additional information describing the scheduled task in detail
- ***Schedule*** – in a combo box, this item offers a choice of scheduled task types; you can select between ***Update***, ***Test*** and ***Anti-Spam rules update*** options.
- ***Schedule options*** – in a combo box, this item offers a choice of preset options.

  For an update (specified in the ***Schedule*** item) you can select the desired update type selecting from:

  - ***Priority update***
  - ***Recommended update***
  - ***Optional update***

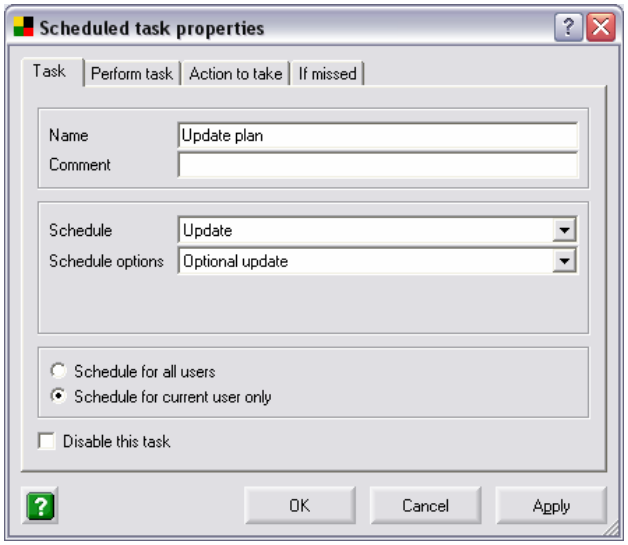
  For a detailed description of specific update types please refer to chapter 14.1 Update Levels.

  For a test (specified in the ***Schedule*** item) you can select the desired test type selecting from:

  - ***Complete Test***
  - ***User Test***
  - ***Detailed Complete Test***
  - ***Detailed User Test***

  For a detailed description of specific test please refer to chapter 13. Test Review.

- ***Schedule for all users / Schedule for current user only*** – select whether the newly scheduled task is valid only for the current user, or whether it should hold good for all users on the station
- ***Disable this task*** – confirm this option if you wish to temporarily disable the scheduled task

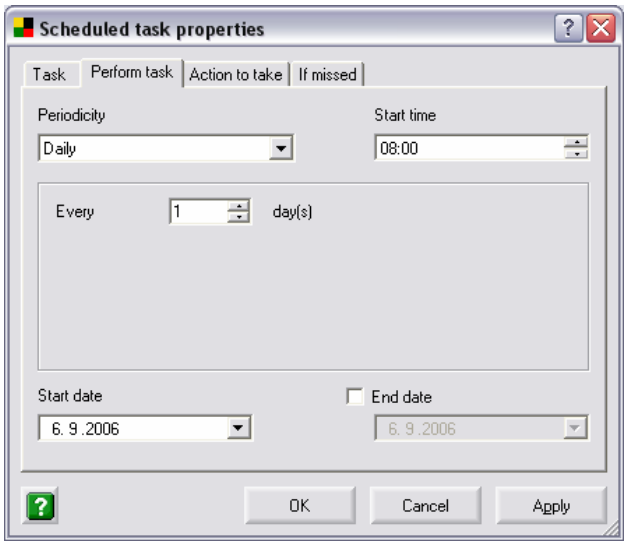


b) *Update plan configuration / Perform task tab*

The ***Perform task tab*** allows you to specify the following parameters:

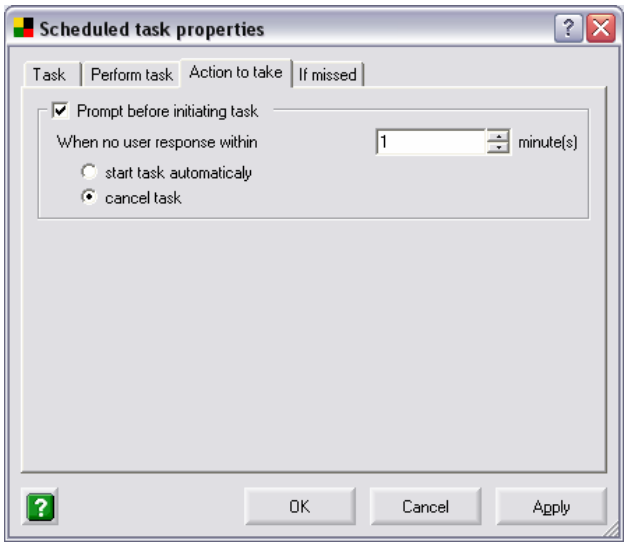
- ***Periodicity*** – from the list of options in the ***Periodicity*** section select whether you want to run the update only once or it should be launched regularly. In that case specify the time interval of the task launch.
- ***Start time*** – if you have previously defined that the update should be performed ***Only once*** or if you have selected a specific time interval (***Daily***, ***Weekly***, ***Monthly***), now you need to define the regular launch time, or the specific day in a week/month.

  If you have specified the ***Interval*** option in the ***Periodicity section***, you need to further set up the time interval in hours/minutes.
- ***Start date*** – assign the date when this scheduled task should be considered active
- ***End date*** – optionally you can specify the date till when this scheduled task should be valid



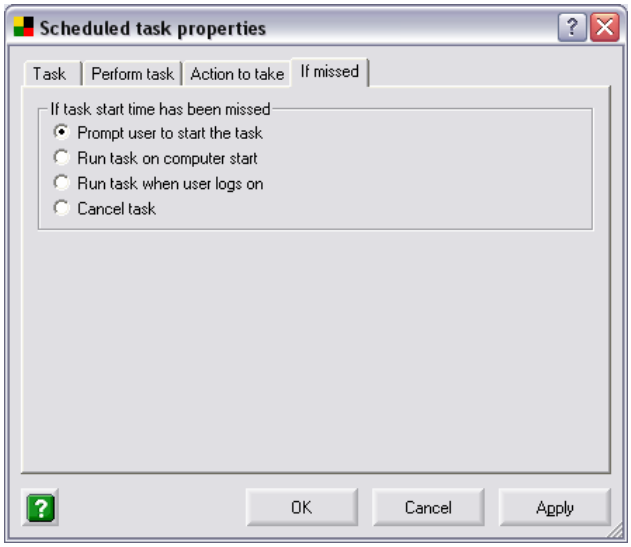
c) *Update plan configuration / Action to take tab*

On the ***Action to take*** tab confirm the ***Prompt before initiating task*** option if you want to be informed about the task being ready to start, and you want to confirm it manually every time. If you decide to activate this option, you can further specify for how long the program should wait for manual confirmation of the task launch, and what should be done if the user does not respond to the prompt within the specified time limit.



d) *Update plan configuration / If missed tab*

The ***If missed*** tab allows you to define what the program should do if for some reason the scheduled task is not started at the assigned time:



15. FAQ and Technical Support

Should you have any problems with your AVG, either business or technical, please refer to the FAQ section of the Grisoft website at www.grisoft.com.

If you do not succeed in finding help this way, contact the technical support department at technicalsupport@grisoft.com. Be sure to include your AVG License number in the body of the e-mail.

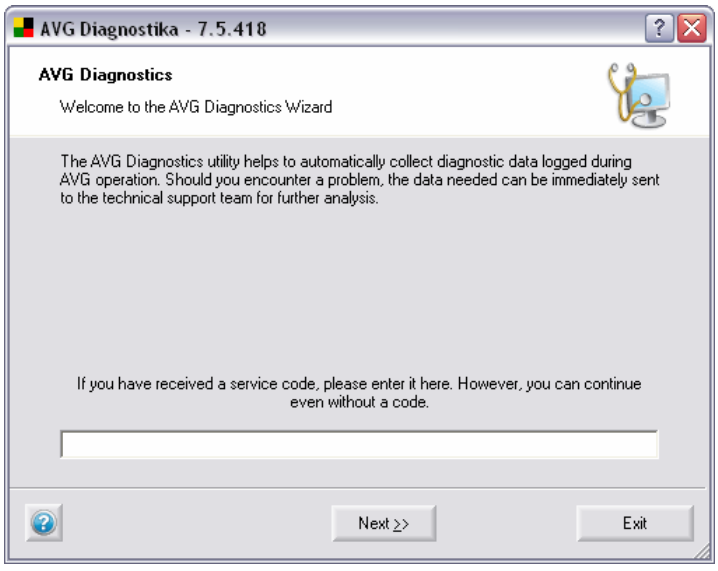
However, we recommended contacting the Grisoft technical support from the dialog window accessible from all AVG applications (e.g. **Test Center**, **Control Center** ...). To open this dialog, select ***Technical support by e-mail*** option from the ***Information*** folder of the application main menu. Then proceed to chapter 15.1 AVG Diagnostics utility for more information how to process the technical support request.

15.1. AVG Diagnostics utility

AVG Diagnostics is a supportive diagnostic utility distributed by AVG Technical Support. Its main purpose is to obtain information from the host computer. This information helps the Technical Support team to solve your problem with AVG by analyzing the collected logs, error reports, system information, suspicious files, your own comments and other data.

Note: *Under no circumstances does the AVG Diagnostics utility send any personal or other sensitive data from your computer without the user's explicit permission. The user is able to check the content of all collected files and to prevent any of them from being sent to AVG Technical Support.*

a) **AVG Diagnostics** starts with the following screen asking for a service code:



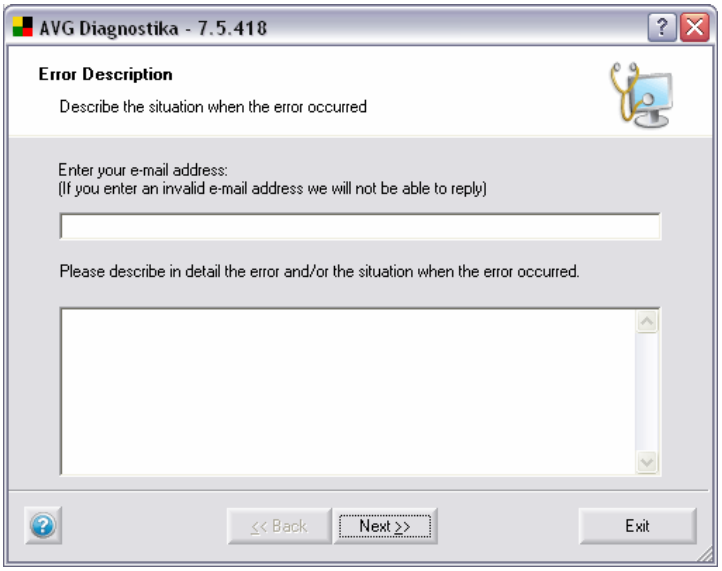
If you have received a service code, please type it into the text field, or use the copy/paste method. The code will automatically set up the correct AVG diagnostics mode which ensures that only the required (and no redundant) data is collected during the **AVG Diagnostics** session.

If you do not have a service code, you can choose any of the following options:

- Contact AVG Technical Support and ask for an ***AVG Diagnostics*** service code. We strongly recommend this option if you are an inexperienced user.
- Click ***Next*** and run the **AVG Diagnostics** utility in full (default) mode. In this case continue to step b - Error description.
- If you are well experienced computer user you can shut down **AVG Diagnostics** and follow instructions in step d) Advanced settings - AVG Diagnostics Modes.

b) Error description

This dialog allows you to add your comments and contact information to the data that will be sent to Grisoft technical support team.

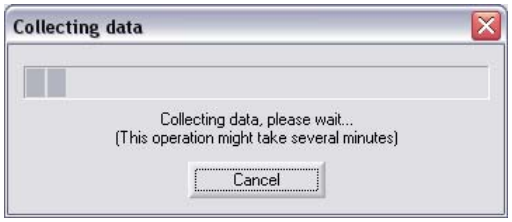


Try your best to describe in detail what the problem with your AVG installation is, and in what circumstances it occurs; you are welcome to provide any information that might help the technical support team solve the problem.

Above, you can also enter your e-mail address where the technical support team can contact you.

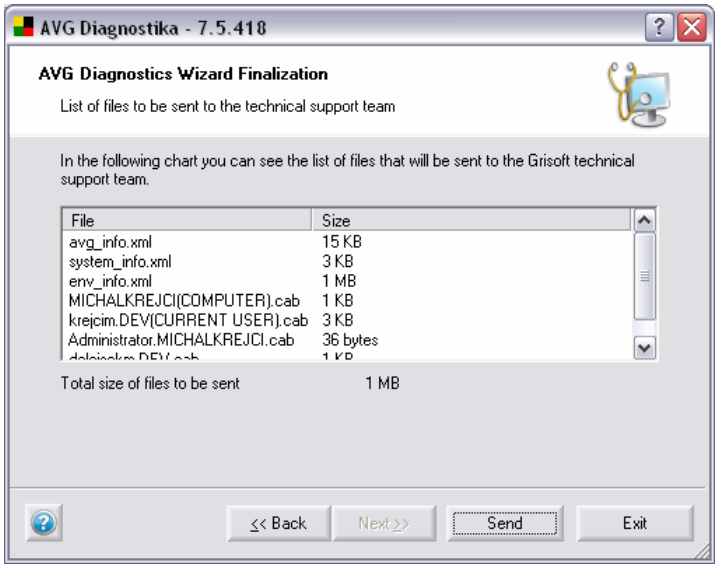
Note: *In this dialog, the Back button is disabled; if you want to enter a different AVG Diagnostics Service code, you have to shut down the current AVG Diagnostics session and run AVG Diagnostics again.*

When done with selecting, click ***Next*** button. **AVG Diagnostics** utility will start collecting data. This process may take some time to process.



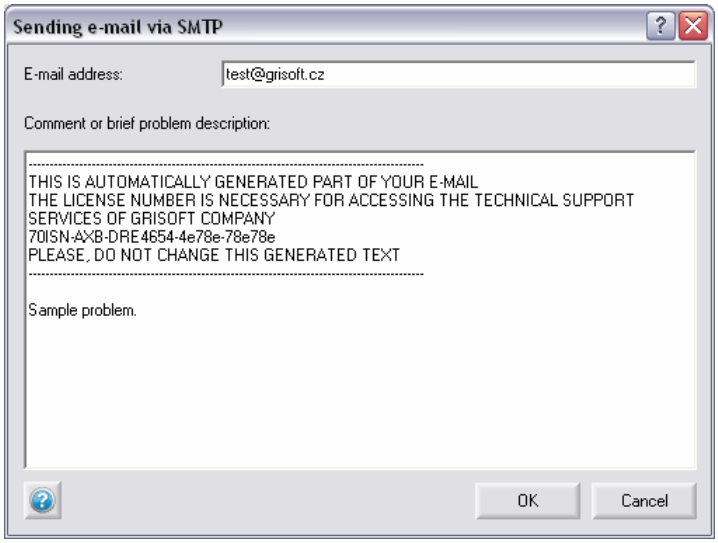
c) *AVG Diagnostics Wizard Finalization*

This dialog displays an overview of the data (file name and size) that is going to be sent to Grisoft technical support team. Below this, the total size of the data is given.



Confirm the process by clicking the ***Send*** button. A new dialog will appear with previously entered data and your license number.

Note: *If you change the automatically generated part of the e-mail body containing your license number, you might not receive an answer from the Grisoft technical support team!*



To send the data to the Grisoft technical support team, click the ***OK*** button. AVG Diagnostics will then try to automatically send the collected data.

Note: *If you are not able to dispatch the report, please make sure that your firewall is not blocking the transmission.*

d) Advanced settings - AVG diagnostics modes

Note: *Follow these instructions only if you are fully familiar with AVG Diagnostics advanced features.*

If **AVG Diagnostics** is already running, shut it down and launch it again from the command line with the respective AVG diagnostics mode parameter.

The AVG diagnostics modes serve to collect only the required and no redundant diagnostic data. Each mode affects the utility behavior so that it only performs the necessary actions, and only displays the necessary dialog boxes to the user, which also speeds up the whole process considerably.

The AVG diagnostics mode can be set:

- automatically by an ***AVG Diagnostics Service code*** (supplied by AVG Technical Support along with the **AVG Diagnostics** utility),
- by running **AVG Diagnostics** from the command line with the respective parameter.

For running **AVG Diagnostics** from a command line, see also step e) AVG Diagnostics - Complete Parameter Overview.

For parameters and more info on each individual AVG Diagnostics mode, see the respective topic:

- ***Full Diagnostics***

  This is the basic AVG Diagnostics mode.

  AVG Diagnostics in full mode creates a complete set of information about the PC: logs, system info, configuration, license, network environment, and other important information that might be useful for solving a problem with AVG.

  Parameter: /MODE=FULL, *or no parameter*

- ***Sending a suspect file for analysis***

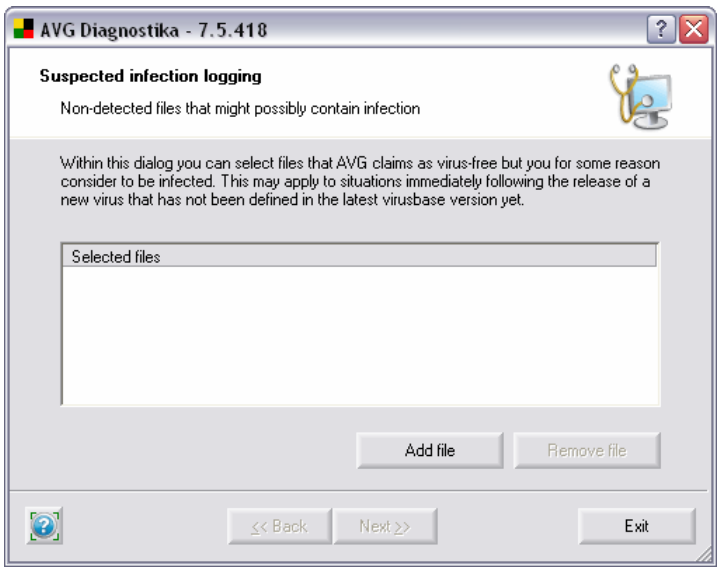
  This ***AVG Diagnostics Mode*** allows you to send a suspect file (or more files) for analysis to the Grisoft technical support team.

  A *suspect* is typically a file that is not being detected by AVG but you think, for some reason, that it could be infected, or an unwanted program.

  Parameter: /MODE=VIRUS

  To locate the suspect file directly: /FILE=<file>

The following dialog ***Suspected Infection Logging*** will appear:



This dialog allows you to add a file to the report which will be sent to Grisoft technical support team.

You can add a file that you believe is infected but has not been detected by AVG.

Click ***Add file*** to open the browse dialog and locate the file you want to attach. You can repeat this step as many times as needed.

Click ***Remove file*** to remove the highlighted file from the list.

When done, click ***Next*** button.

- ***Sending a false alarm file for analysis***

  This ***AVG Diagnostics Mode*** allows you to send a *false alarm* file (or more files) for analysis to Grisoft technical support team.

  A false alarm means a file that has been detected by AVG but you believe that it does not contain any viruses.

  Parameter: /MODE=FALSE

  To locate the false alarm file directly: /FILE=<file>

- ***Customer Feedback***

  This ***AVG Diagnostics Mode*** allows you to send your comments to Grisoft technical support team.

  AVG settings and system info will be attached to your message.

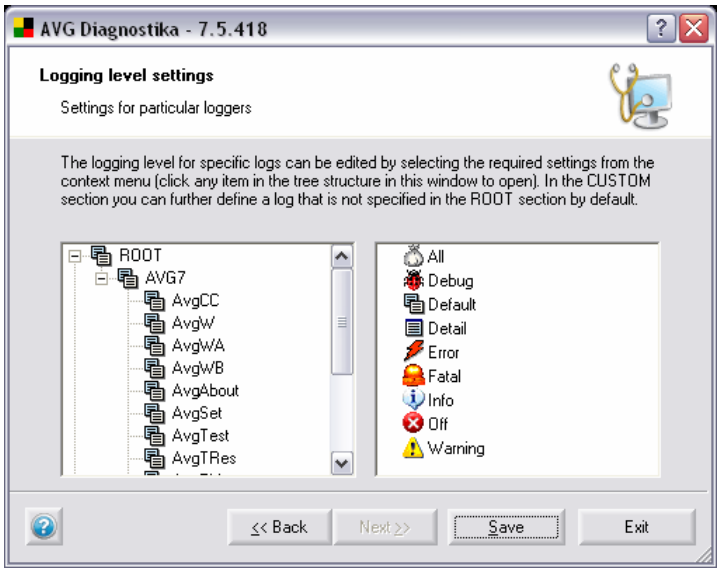
  Parameter: /MODE=FEEDBACK

- ***Log Level Setting***

Basically, this ***AVG Diagnostics Mode*** allows you to set the required logging level for the AVG software, so that only the required information is logged when working with AVG and Grisoft technical support team will be able to deal with it effectively.

Parameter: /MODE=LOGLEVEL

Recommended to experienced users only!



The left section displays an expanded logger tree. The AVG7 branch contains all default AVG loggers; the CUSTOM branch allows you to define a new logger (double-click <new item>). To specify a path for the logger, use dots, e.g. AVG7.AvgWB.MyLogger.

To remove a user-defined logger, right-click it and select ***Remove logger***.

You can set a specific logging level for any item in the tree - available logging levels are shown in the right section of the dialog. Right-click an item and select the desired logging level from the context menu. If you want to apply your selection to all subordinate loggers, select ***Apply to all*** first.

When finished, click ***Save*** button to confirm and save the settings. (The ***Next*** button is disabled in this dialog.)

Then click ***Exit*** to shut down the ***AVG Diagnostics*** application.

o ***AVG Failure Detection***

This ***AVG Diagnostics Mode*** allows you to detect and send for analysis any ERR and DMP files (only present if your AVG installation has previously broken down). Absence of these files indicates that there has been no AVG failure.

If an AVG failure is detected, a confirmation dialog with the error files overview appears and you are asked whether you wish to send them for analysis.

When running **AVG Diagnostics** in the ***Failure Detection Mode*** next time, only newly detected error files will be reported.

Parameter: /MODE=ERRDUMP

e) AVG Diagnostics - Complete Parameter Overview

In the list below you will find complete overview of all **AVG Diagnostics** parameters.

Parameter	Description
No parameter	Launches AVG Diagnostics in the full (default) mode.
/CODE=<code>	Allows you to enter the AVG Diagnostics Service code you obtained from AVG Technical Support. The code automatically sets up the required AVG Diagnostics mode.
/MODE=FULL	Launches AVG Diagnostics in the full (default) mode.
/MODE=VIRUS	Launches AVG Diagnostics in the Sending a suspect file for analysis mode.
/MODE=FALSE	Launches AVG Diagnostics in the Sending a *false alarm* file for analysis mode.
/MODE=FEEDBACK	Launches AVG Diagnostics in the Customer Feedback mode.
/MODE=LOGLEVEL	Launches AVG Diagnostics in the Log Level Setting mode.
/MODE=ERRDUMP	Launches AVG Diagnostics in the AVG Failure Detection mode.
/LOGROOT=<level>	Automatically sets up the Log Level Setting mode and allows you to directly select logging level.
/FILE=<file>	In the Sending a suspect file for analysis and Sending a "false alarm" file for analysis modes, it allows you to locate the respective file(s) directly. In the full (default) mode, it allows you to attach an additional file to the report.
/CLEARUPD	Deletes any obsolete update and temporary files.
/NOUI	Minimizes the number of displayed dialog windows.

<table>
<tr>
<td>/LNG=<lng></td>
<td>Allows you to switch the AVG Diagnostics interface to another language.

Available languages and their codes:
<table>
<tr><td>CZ=0x0405</td><td>GE=0x0407</td><td>PB=0x0416</td></tr>
<tr><td>SK=0x041b</td><td>FR=0x040c</td><td>PL=0x0415</td></tr>
<tr><td>US=0x0409</td><td>SP=0x040a</td><td>SC=0x081a</td></tr>
<tr><td>IT=0x0410</td><td>HU=0x040e</td><td>NL=0x0413</td></tr>
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