

AVG 7.5 Anti-Virus Free Edition

User Manual

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1. Introduction

This **AVG 7.5 Anti-Virus Free Edition** user manual offers a general overview of the tasks and detection technologies provided by **AVG Free**. We will briefly talk about the program installation, initial startup, configuration and use.

AVG Anti-Virus Free Edition is provided free-of-charge, and its functionality is limited. All functions provided within the AVG Free correspond to the AVG 7.5 Anti-Virus Basic Interface level.

While using AVG Free you might discover you would like to have access to further and extended functionality of AVG as provided within the AVG 7.5 products. Then, please visit the Grisoft website at www.grisoft.com for information on AVG 7.5 purchase options.

1.1. AVG Free Detection Technologies

The **Anti-Virus** component of **AVG Free** 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 Free** combines several technologies to ensure that your computer is protected.

AVG Free 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 Free** 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.

1.2. AVG Free Levels of Protection

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 Free** 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 (configuration is limited in the free version). 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).

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 the daily test to run at a convenient time. The full version of **AVG 7.5 Anti-Virus** also allows further options for scanning and scheduling.

It is vital to keep your AVG Free installation up-to-date!

1.3. Supported Operating Systems

AVG Anti-Virus Free Edition is intended to protect personal computers with the following operating systems: Windows 98, Windows Me or Windows 2000, and newer including all 64-bit Windows versions. It can also be run on Windows 95 or Windows NT but in this case the Internet Explorer 5.01 (or higher) installation is required.

Note: *AVG Free is not intended for use on networked computers!*

2. The Installation Process

To download the installation file of **AVG Anti-Virus Free Edition** visit the **AVG Free** website at <http://free.grisoft.com/> and follow the main menu download link.

The installation process will lead you through the following steps:

- **Select the application language** - all **AVG 7.5** commercial products are installed in the language you select and in English as a default language. However, **AVG Free** is only available in English. Therefore, no matter what language you select in this dialog, later in the setup process you will be informed about this fact and **AVG Free** will be installed in English
- **License Agreement** - read and confirm you understand and accept the license agreement. Otherwise the installation process will be canceled.
- **Select Installation Type** - two types of installation are available:
 - **Standard Installation** - recommended; will automatically install AVG with the predefined configuration of all its components.
 - **Custom Installation** - allows you to change the default program configuration preset by program vendor. Can be only recommended to experienced users.
- **Personalize AVG** - enter your name/company name, and your **AVG Free** license number.
- **Installation Summary** - offers an overview of all installation parameters.
- **Application Termination** S- some of the programs that are currently running on your PC may conflict with the AVG installation process and have to be terminated.

Note: Should the installation fail for some reason, you will see the *Details* button in the dialog window. Click the button to display further diagnostic information. This data together with the installation log file *AVG7INST.LOG* (stored in the system's *TEMP* directory) will help you solve possible installation problems.

After installation, **AVG Free** configuration is set up so that it provides optimal anti-virus protection. We strongly recommend that you keep to the default configuration unless you have an actual reason to change it!

There are significant differences and limitations in comparison with commercial (full) licenses of AVG 7.5 Anti-Virus, and other AVG 7.5 products. Please refer to the Grisoft website at www.grisoft.com for more information on AVG 7.5 products purchase options!

3. AVG Free First Run

3.1. First Run Wizard

When you first install **AVG Free** on your computer, the **AVG First Run Wizard** pops up to help you with the after installation settings. Though you can set all of the suggested parameters later on, it is recommended to take the wizard's tour to secure your computer's anti-virus protection in a simple way.

The wizard will offer you to:

- Perform an immediate update (*more in [8. Program Updates](#)*)
- Create a rescue disk - to scan and clean files on your computer and restore system areas in MS-DOS mode (*from Windows XP onwards the rescue disk feature is not supported any more*)
- Specify the parameters of a daily scanning
- Perform a virus scan (*more in [7. Tests](#)*)
- And register your copy of AVG Free

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

3.2. AVG Free Start

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

- By double clicking on the AVG Free icon created on your desktop
- From the Start menu:
Start/All programs/AVG Free Edition /AVG Control Center
- From the context menu of the AVG Free icon on the system tray

4. AVG Test Center

The **AVG Test Center** provides access to most **AVG Free** virus protection features: updating, scanning, task scheduling, and program configuration. The **AVG Test Center** opens with the following environment:



in the **AVG Test Center** top section you can see the **Security status** bar with the **AVG Free** status information. 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 AVG Control Center, simply double click the Security status section.

4.1. Left Menu - Quick Links

By default, in the **AVG Test Center** quick links menu you will find the following items:

- **Control Center** - launches the **Control Center**
(more in chapter [5.AVG Control Center](#))
- **Virus Vault** - launches the **Virus Vault**
(more in chapter [6.AVG Virus Vault](#))
- **Help Topics** - launches a new window with structured topic related help
- **Scheduler** - opens an overview of **AVG Free** scheduled tasks. Within the AVG Anti-Virus Free Edition you are not allowed to create your own schedules.
Note: All tasks in the AVG Free Scheduled Tasks dialog are defined as Basic mode tasks, i.e. the task scheduling options correspond to the options provided within the AVG 7.5 Anti-Virus Basic Interface, and are rather limited. For advanced test scheduling options you may want to check the AVG Anti-Virus possibilities – refer to the Grisoft website at www.grisoft.com for more information.
- **Test Results** - provides an overview of results of recently run tests. You can review the specific test results details, configure test settings, and delete selected test results from the list.

4.2. System Menu

The **AVG Test Center** also provides top navigation from the system menu. Most options that can be run from the top menu are covered by the above described quick links but there are some more:

- **Program**
 - *.../Export List to File* – allows you to export the displayed list into a file
 - *.../Print* – allows you to print out the displayed list
 - *.../Exit* – closes the Test Center
- **Tests**
 - *.../Scan System Areas* – launches the test scanning computer system areas
 - *.../Scan Computer - Complete Test* – launches the complete test of your computer
 - *.../Scan Selected Areas* – launches the test of selected areas of your computer
 - *.../System Areas Test Settings* – opens the System Areas Test configuration dialog
 - *.../Complete Test Settings* – opens the Complete Test configuration dialog
 - *.../Selected Areas Test Settings* – opens the Selected Areas Test configuration dialog

All tests are described in details in chapter [7.Tests](#).

- **Service**
 - *.../Program Settings* - allows you to configure specific program parameters
 - *.../Check for Updates* – allows you to check for new update files, and if found, to perform the update immediately
 - *.../Schedule Daily Update* – allows you to specify at what time the update should be run
 - *.../Event History Log* - Within this section you can find a summary of important events that occurred during AVG-Anti Virus operation. The Event History Log records for example successful/unsuccessful application updates, test start, end or stop (including automatically performed tests) and virus detection.

Again, the AVG Free Service options are rather limited. If you want to be able to configure the AVG Anti-Virus according to your specific needs, you should check the AVG 7.5 Anti-Virus possibilities – refer to the Grisoft website at www.grisoft.com for more information.

- **Information**
 - *.../About AVG Free* – offers an overview of general AVG Free information
 - *.../Buy AVG Anti-Virus* – leads you to the Grisoft online shop where you can purchase AVG Anti-Virus
 - *.../Contacts* – provides AVG Free distributor's contact information
 - *.../Online Services* – takes you to the AVG Free website where you can use various AVG Free related online services (registration, documentation download, AVG forum, etc.)
 - *.../FAQ Online* - takes to the FAQ list related to AVG Free
 - *.../Help – Help Topics* – launches a window with the topic related help information
 - *.../Register Online* – takes you to the online AVG Free registration

5. AVG Control Center

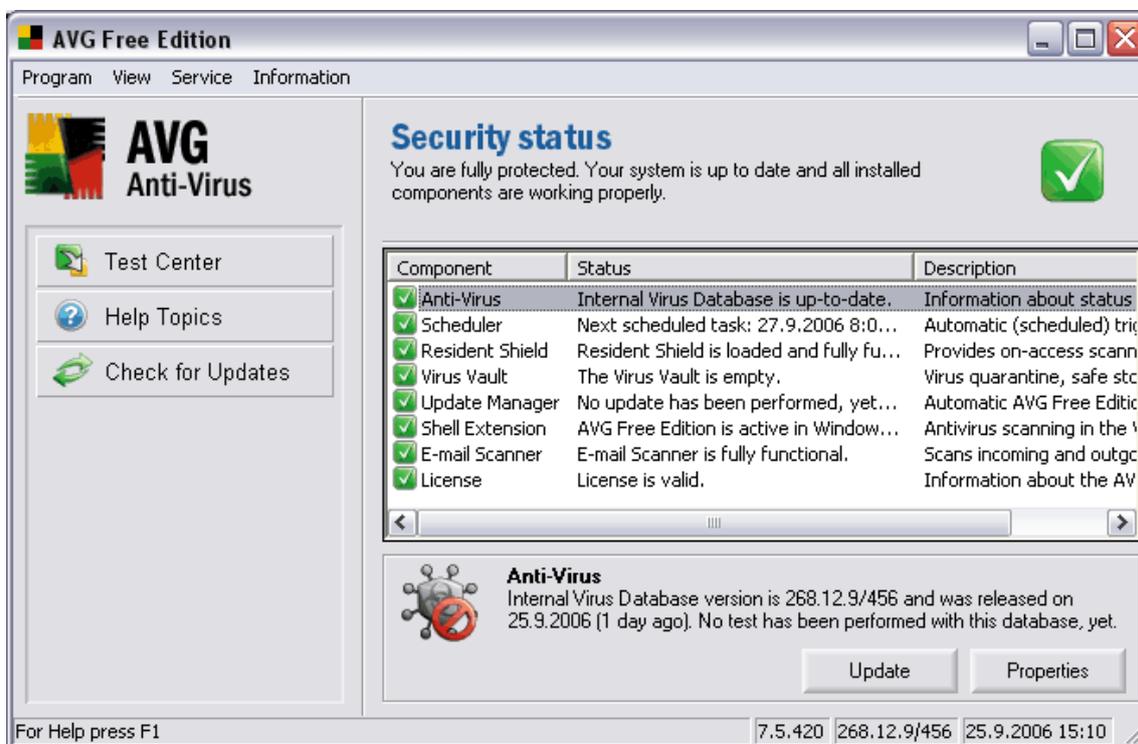
The **AVG Control Center** is the **AVG Free** main control component. The **AVG Control Center** is launched each time a user logs on. You can use it to specify various AVG Free parameters and to monitor the status of each component.

In the top section of the **AVG Control Center** you will find the **Security status** bar providing info on **AVG Free** status. 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.

Also, you can find the information on **AVG Free** status from the system tray icon. The full color (yellow, black, red, and green) of the **AVG 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 **AVG Control Center** screen to edit a component.

5.1. AVG Control Center - Environment



The **AVG Control Center** quick links (left menu) offer shortcuts leading to the **AVG Free** main components and functionalities, as well as the menu items in the **AVG Test Center** described in chapter [4.1 Left menu - Quick Links](#).

5.2. AVG Control Center - Components

In the main box of the **AVG Control Center** you can see a list of components controlled from the **AVG Control Center**. To administer the selected component, just click the respective list item, and use the operating buttons in the bottom section of the **AVG Control Center** window.

Whenever a component's state is in error (*e.g. the virus database has not been updated recently, and expired*), the component's panel within the **AVG Control Center** gets highlighted in red color to notify you, and the program system tray icon turns grey. It is recommended that you pay attention to this kind of notice, and keep the state of all components optimal in order to ensure the proper functioning of your AVG Anti-Virus Free Edition. To repair the component's status, use the **AVG Control Center** application.

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

- **Anti-Virus** - contains information about all currently known viruses.
Important: Updates are issued several times a week according to the current state of virus attack. 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 anti-virus protection can be achieved only if you update your anti-virus system regularly and frequently.
- **Scheduler** - controls planned task initiation.
- **Resident Shield** - performs on-access scanning of files and documents.
- **Virus Vault** - works as a store of suspect/infected objects, and provides options for their further treatment.
- **Update Manager** - controls **AVG Free** updates performance.
- **Shell Extension** - activates **AVG Free** functionality in the Windows Explorer application so that you can scan locations and objects within the Windows Explorer file browser by clicking the right mouse button and selecting the **Scan with AVG Anti-Virus Free Edition** option.
- **E-mail Scanner** - scans incoming and outgoing e-mail messages.
- **License** - provides information on the currently used license.

*We would like to remind you of the **AVG Free limitations: some AVG Free components configuration and functionality is restricted. You can reach the AVG 7.5 Anti-Virus options in full extent by purchasing the commercial version of AVG 7.5 Anti-Virus – please refer to the Grisoft website at www.grisoft.com for more information.***

6. AVG Virus Vault

The **AVG Virus Vault** application is a safe environment for management of suspect or infected objects detected during **AVG Free** scanning.

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

Viruses can be detected by any of various **AVG Free** components, such as **Resident Shield** and **E-mail Scanner**. Viruses can also be found when running a test from the **AVG Test Interface** or even when using Windows Explorer.

6.1. What should I do when a virus is detected?

Whenever **AVG Free** detects a virus, we recommend that you try to heal the infected object as the first option. When **AVG Free** is unable to heal the virus (this may occur for any of many reasons, including the distortion of the original file by the virus) use the next alternative – move it to the **Virus Vault**. The last option is to delete the infected object (which is often the virus itself).

6.2. Why can't every virus be healed?

In order for a file to be healed, it must be returned to exactly its original form! Because of this, not all files can be healed. The reason for this is that some viruses do not infect the original file but rewrite it, or they create copies of themselves. As such, it would not be possible to re-acquire the original form of the file (it would not be complete or would not exist at all once the virus is removed) or to ensure that the functionality of such a "healed" object was as intended in the original (e.g. in an executable program). In these cases, the only possibility to ensure that your data is protected is to remove the infected files from the (hard) disk and, when possible, restore the original file from your back-up.

6.3. What should I do with an unknown virus?

When **AVG Free** has designated a file as being suspicious or as being infected by an unknown virus, you can e-mail the file to Grisoft (virus@grisoft.com). You can do so directly from the **Virus Vault**. Use this e-mail address to send files that you suspect of containing a virus, even when **AVG Free** has not detected any viruses. For additional help concerning viruses, please consult the FAQ section on the Grisoft Website at www.grisoft.com.

6.4. AVG Virus Vault Environment

Every detected infected object should be moved to the **Virus Vault**. Within the **Virus Vault** you can explore the object, delete it, or heal and restore the object if the cure has been implemented already. Also, you can send the object to the **AVG Free** vendor for in-depth analysis. The **Virus Vault** offers a review of objects that have been detected as suspicious or infected, and provides this information about them: object status (infected / cured), object type (object / back-up), virus name, object's original location, date and time of the object's detection, file name, and file size.

7. Tests

One of the **AVG Free** main features is on-demand scanning. On-demand tests are designed to scan various parts of your computer whenever suspicion of virus infection arises. The recommended interval for complete system scanning is at least once a day.

All the on-demand-scanning tests are run from the **AVG Test Center** environment. Tests can be also planned and run according to the preset schedule. You can change the test configuration according to your needs if you have an actual reason to do so. However, for less experienced computer users it is strongly recommended to keep the default test configuration.

Different test types are available with vendor preset parameters, by default:

7.1. System Areas Test

The **System Areas Test** will scan all system areas of your computer, and will detect and possibly heal or remove any virus found.

7.2. Complete Test

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

7.3. Selected Areas Test

The **Selected Areas Test** will scan all selected areas of your computer: you can specify the folders and files in your computer's navigation tree. The Selected Areas Test target will detect and possibly heal or remove any virus found.

7.4. E-mail Scanner

E-mail Scanner (EMS) checks all incoming/outgoing email messages. This component is controlled from **AVG Control Center**. **EMS** works as a filter between the e-mail programs you use (e.g. MS Outlook Express, Incredimail, The BAT!, etc.) and your Internet/e-mail communication provider.

By default, right after installation **EMS** runs in fully automatic mode, e.g. it does not require any further configuration. However, if the communication is encrypted using SSL, it is not possible to run the **EMS** in automatic mode; you need to manually define **EMS** parameters. For details on the AVG EMS manual configuration please refer to the FAQ section of the Grisoft website at www.grisoft.com.

Warning: *If you work with Webmail (such as hotmail.com, msn.com, yahoo.com, etc.), you are using your Internet browser (for example, MS Internet Explorer) only to access your e-mail box, and your attachments are not downloaded to your computer until you access them. The main risk that you face in this case comes from e-mail message attachments. Because of this, your e-mail is not scanned by the available plug-ins, and scanning of the potentially dangerous attachments takes place as you access them. We recommend using AVG Free to check any executable file or MS Office documents that you receive through electronic mail.*

8. Program Updates

Any anti-virus system can guarantee reliable protection only if it is updated regularly. **AVG Free** provides a reliable and fast update service with quick response times. Modern viruses spread very quickly and infect huge numbers of workstations in almost no time.

8.1. Update Levels

AVG Free offers three update levels to select from:

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

Within the **AVG Free** you are not allowed to create your own update schedules. The update is run daily, and you can only decide at what time it should be started.

8.2. Update Types

You can distinguish between two types of update:

- **On demand update**
An on demand update is an immediate **AVG Free** update that can be performed any time the need arises.
- **Scheduled update**
Within the **AVG Free** a preset update schedule is configured by default. The planned update is performed once a day.

9. Firewall Settings

In case you have installed **AVG Free** on your computer, and you are running a firewall at the same time, you might be experiencing problems while sending/receiving email messages and/or **AVG Free** updates. Therefore we would like to provide you with the settings instructions and recommendations for the following firewalls:

- [Windows XP built-in firewall](#)
- [Kerio Personal Firewall](#)
- [Zone Alarm Pro firewall](#)

9.1. Windows XP built-in firewall

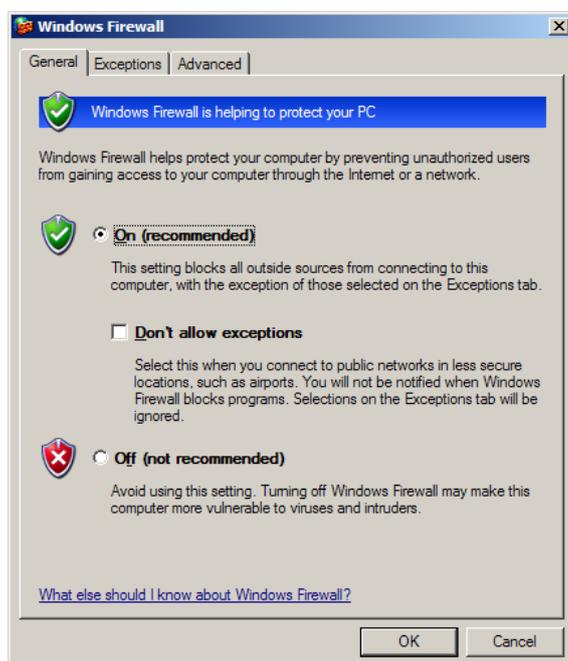
Typically, the Windows XP built-in firewall default settings correspond very well with the **AVG Free** configuration. Most probably no problems will occur at all. However, should you run up against problems, please follow these steps:

a) *Windows XP Firewall Settings*

Open the Windows Firewall settings dialog window:

Start / Settings / Control Panels / Window Firewall

On the **General** tab make sure the **Do not allow exceptions** option is not selected.



b) *Define Exceptions*

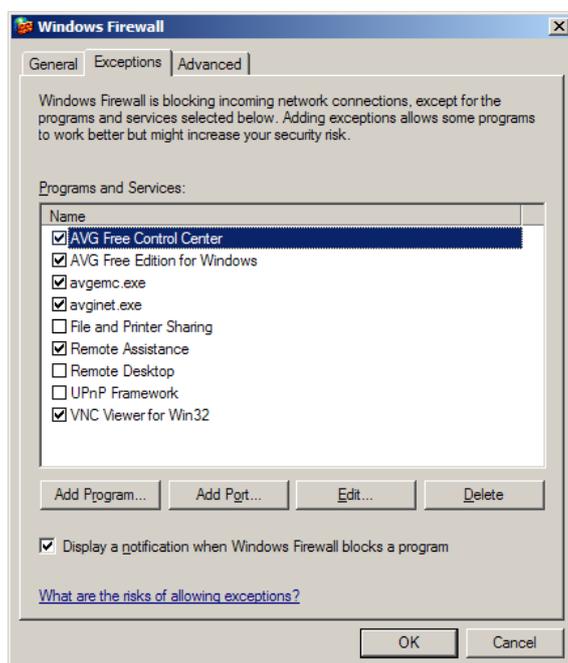
Switch to the **Exceptions** tab with the list of applications that are blocked to access to the Internet. You need to allow access to Internet for all **AVG Anti-**

Virus applications. To do so, mark each check box related to an AVG application in the list of programs and services (*see the following screenshot*).

For **AVG Free** the applications to be selected from the list and marked as allowed are:

- o AVG Free Control Center (file avgcc.exe)
- o AVG Free for Windows (file avgw.exe)
- o avginet.exe
- o avgemc.exe

If these applications are not listed in the list of exceptions, you need to add them manually. This can be done using the **Add Program** button:

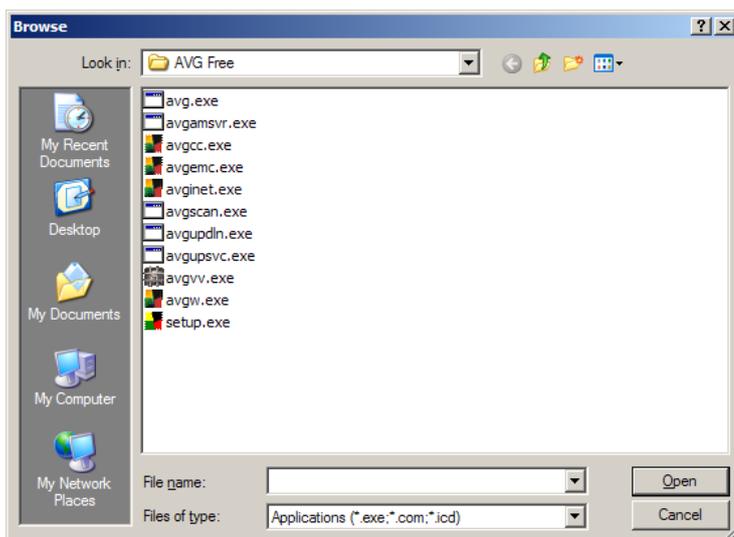


c) Add a New Program

A new dialog window opens providing a list of programs that can be added to the previously seen Windows Firewall list of exceptions. Select the AVG applications from the list, and confirm adding it to the Windows Firewall list of exceptions by pressing the **OK** button (*see the following screenshot*).



In case you are not able to see any AVG application in the program list, you have to add them manually. Click the **Browse** button, and find the above listed files (avgw.exe, avgcc.exe, avginet.exe, and avgemc.exe) in the **AVG Free** program folder (by default C:\Program Files\Grisoft\AVG Free):



Confirm adding the selected files by pressing the **OK** button in the **Add a Program** dialog window.

9.2. Kerio Personal Firewall

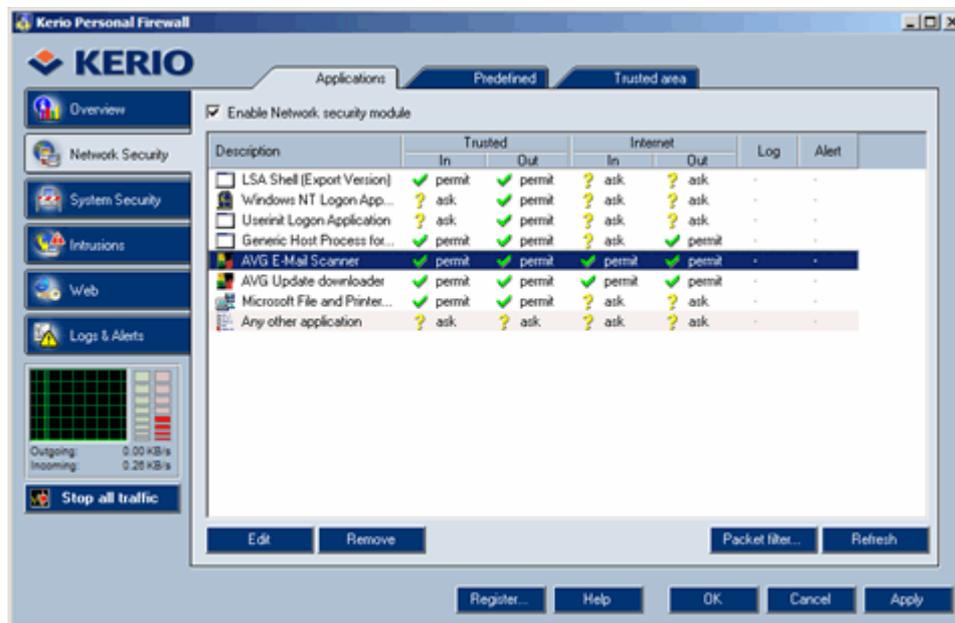
With the Kerio Personal Firewall you will probably need to configure the settings so that it is allowed for the **AVG Free** (and its applications) to connect to the Internet (send/receive data), and to launch other applications (to update). To configure the Kerio Personal Firewall settings, follow these steps:

- a) **Run Kerio Personal Firewall**
- b) **Network Security**

In the **Network Security** item (left menu), **Application** tab (top menu) you are able to overview a list of programs with the information on whether these

are allowed to connect to the Internet. In the list, verify that all AVG applications are labeled as **permit**.

If not, you need to change the AVG applications' status. To do so, right click on every item and select the **Permit** option from the context menu.



c) **System Security**

In the **System Security** item (left menu), **Application** tab (top menu) you are able to overview a list of programs with the information on whether these are allowed to launch other application. Again, you need to make sure all AVG applications listed are labeled as **permit** to launch other applications (e.g. updates). If not, you need to change the AVG applications' status. To do so, right click on every item and select the **Permit** option from the context menu.



Confirm all changes by pressing the **Apply** button.

9.3. Zone Alarm Pro

With the Zone Alarm Pro you will probably need to configure the settings so that it is allowed for the **AVG Free** (and its applications) to connect to the Internet (send/receive data), and to launch other applications (to update). To configure the Zone Alarm Pro settings, follow these steps:

- a) **Run Zone Alarm Pro**
- b) **Program Control**

In the **Program Control** item (left menu), **Programs** tab (top menu) you are able to overview a list of programs with the information on whether these are allowed to connect to the Internet. In the list, verify that all AVG applications are labeled as allowed (*green confirmation mark*).

If not, you need to change the AVG applications' status. To do so, right click on every item and select the **confirmation mark** from the context menu.



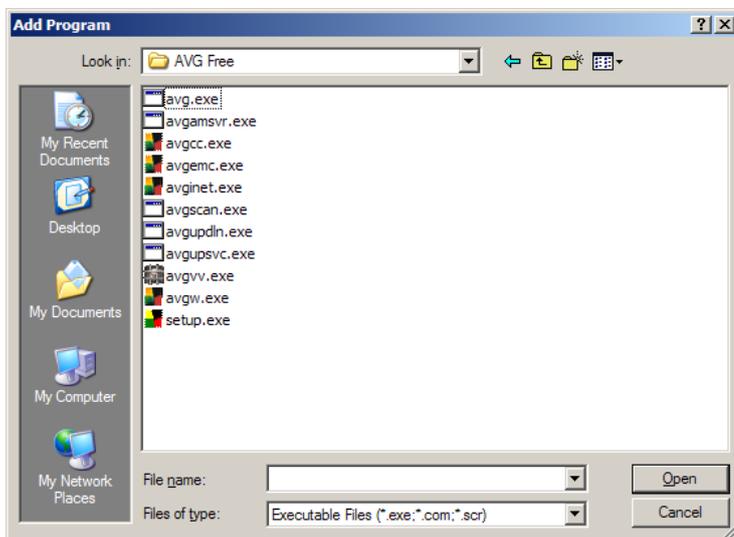
- c) **Add a Program**

For **AVG Free** the listed applications marked as allowed are:

- AVG E-Mail Scanner (avgemc.exe)
- AVG Update downloader (avginet.exe)

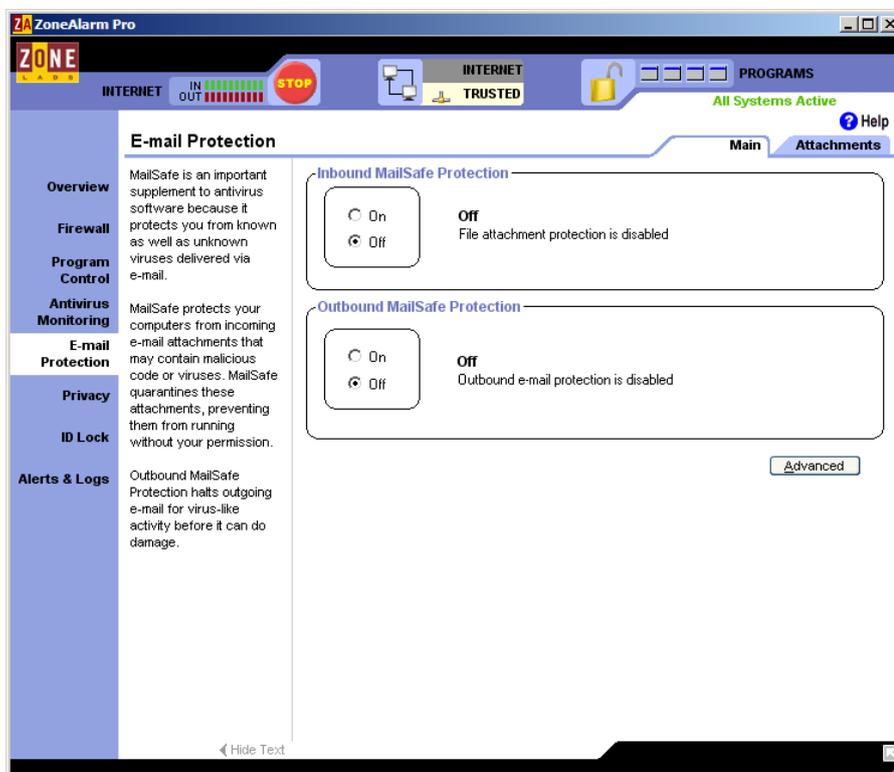
Note: *AVGEMC.EXE is installed only if you use an e-mail client not directly supported by AVG plugin; if you do, then AVGEMC.EXE was not installed. AVGINET.EXE should be listed in ZoneAlarm so that you can download signature and program updates.*

If these applications are not listed, you need to add them manually. Use the **Add** button to open a new dialog window where you can specify the files on your local disk. By default, the files are located in the **AVG Free Edition** program folder (C:\Program Files\Grisoft\AVG Free).



d) *E-mail Protection*

In the **E-mail Protection** item (left menu), **Main** tab (top menu) you need to disable the built-in inbound/outbound email protection provided by the Zone Alarm Pro. By switching the Zone Alarm Pro implemented email verification off you will enable the more comprehensive **AVG Free** email control.



10. FAQ and Technical Support

Should you have any problems with your **AVG Free**, please refer to the FAQ section of the Grisoft website at www.grisoft.com (FAQ). Unfortunately, no technical support is available for the **AVG Anti-Virus Free Edition**.