



AVG Business
On-Premise Console

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CHAPTER ONE:

INTRODUCTION TO AVG BUSINESS ON-PREMISE MANAGEMENT CONSOLE

With AVG Business Management Console, adding critical protection to every PC, Mac, and server has never been easier. Flexible management provides the most convenient way to protect businesses.

AVG Business Management Console provides:

- Complete control over the behavior of Antivirus on endpoint devices
- Centralized management of multiple devices
- A complete overview of the current status of entire environment with immediate alerts
- Regular and seamless updates

AVG Business Management Console integrates seamlessly with AVG Business Antivirus to:

- Leverage virtualization to protect confidential information
- Protect multiple platforms - PCs, Macs, and servers
- Update to the latest version automatically or manually
- Add extra firewall protection for remote endpoints
- Provide complete server protection
- Secure your e-mail client

When you install AVG Business Antivirus on devices through AVG Business Management Console, you can control AVG Business Antivirus on those devices remotely. You can change and apply settings to each device individually, without having to visit each device or recall them from the field.

CHAPTER TWO: SETTING UP

Setting up AVG Business Management Console involves three steps:

- Installing the console
- Creating an account
- Uploading your subscription

From there, you can add devices to protect and manage them.

REQUIREMENTS

CONSOLE (WINDOWS VERSION)

MINIMUM	RECOMMENDED
OPERATING SYSTEM	
<ul style="list-style-type: none"> ▪ Windows 10 (64-bit) ▪ Windows 8.x (Desktop, 64-bit) ▪ Windows 7 SP1 (64-bit) ▪ Windows Server 2008 R2 SP1 (64-bit) ▪ Windows Server 2012 and 2012 R2 (64-bit) ▪ Windows Server 2016 any Edition with latest Service Pack (64-bit) ▪ Windows Server 2019 	<ul style="list-style-type: none"> ▪ Windows 10 (64-bit) ▪ Windows Server 2016 any Edition with latest Service Pack (64-bit)
RAM	
2 GB	4 GB
DISK SPACE	
6 GB	6 GB
PROCESSOR	
2 GHz	2 GHz

CONSOLE (DOCKER VERSION)

MINIMUM	RECOMMENDED
OPERATING SYSTEM	
Any Linux, macOS, or Windows Operating System that can run Docker	Any 64-bit Linux, macOS, or Windows Operating System that can run Docker
DOCKER	
<ul style="list-style-type: none"> ▪ Docker Engine 1.10.0 or higher ▪ Docker Compose 1.6.0 or higher 	<ul style="list-style-type: none"> ▪ Docker Engine, the most recent release ▪ Docker Compose, the most recent release

RAM	
2 GB	4 GB

CLIENT

WINDOWS	MACINTOSH
OS	OS
<ul style="list-style-type: none"> ▪ Windows Server 2019 any edition, excl. Server Core (64-bit) ▪ Windows Server 2016 any Edition with latest Service Pack, excl. Server Core ▪ Windows Server 2012 R2 any Edition with latest Service Pack, excl. Server Core ▪ Windows Server 2008 R2 any Edition with latest Service Pack, excl. Server Core ▪ Microsoft Exchange Server 2010 SP2/2010/2013/2016/2019 (64-bit) ▪ Microsoft SharePoint Services 3.0 and Microsoft SharePoint Server 2010 and higher ▪ Windows 10 except Mobile and IoT Core Edition (32 or 64-bit) ▪ Windows 8/8.1 except RT and Starter Edition (32 or 64-bit) ▪ Windows 7 SP1 or higher, any Edition (32 or 64-bit) 	<ul style="list-style-type: none"> ▪ 10.9 (Mavericks or later) with at least 500MB of free disk space
HARDWARE	HARDWARE
Windows fully compatible PC with Intel Pentium 4 or AMD Athlon 64 processor or above (must support SSE2 instructions)	Any Intel-based Mac with 500 MB free system disk space
RAM	
256 MB RAM or above	2 GB
RECOMMENDED	
Standard screen resolution 800 x 600 or higher	

SUPPORTED VIRTUALIZATION TOOLS

AVG Business On-Premise Console has been tested with the following virtualization tools:

- Oracle VirtualBox 5.1.18
- VMware Workstation for Windows
- Microsoft Hyper-V

REQUIREMENTS OF THE NETWORK

We recommend installing the AVG Business Management Console only if all the following apply:

- The Management Console will be installed on a device with a static IP address and no software firewalls
- All devices are on-site and connected to the domain network

DEFAULT PORTS

The default ports used by AVG Business Management Console should be open in your network firewall for optimal performance of your Console and the AVG Business Antivirus software.

- Communication between Console and Clients—TCP/UDP 443, 8080, and 8090
- For Internet vulnerability checks and feature updates—TCP/UDP 80
- DCOM—TCP/UDP 135
- PostgreSQL Database—TCP/UDP 5432
- Mirror, for local updates—TCP/UDP 4158
- Secure Domain Name Resolution Services—TCP/UDP 53
- For Remote Deployment—TCP/UDP 7074

NOTE Another port you should have open is 8443, which used to be the default for communication and has been replaced by port 443. However, if 443 is already in use in your network such as for a hosted web server, your console will not work.

ANTIVIRUS AND MANAGEMENT CONSOLE URLS

The following URLs should be whitelisted in your Internet settings.

- *.AVG.com
- *.avcdn.net

SMTP SERVER

You can configure an SMTP server, which is used to send a wide variety of notifications, including when alerts are triggered, such as infected devices or out of date virus definitions. Using an SMTP server is optional, but AVG highly recommends doing so.

TO SET UP E-MAIL

- 1 Click **General Settings** .
- 2 Click the **SMTP Server** tab.
- 3 Type the following:
 - **Sender name**
 - **Sender e-mail**
 - **SMTP Host**
 - **SMTP Port**
- 4 Select the checkbox of the security your e-mail uses:
 - None
 - SSL

- TLS
- 5 If required, slide the **SMTP Authentication** slider to On, then type your e-mail **Username** and **Password**.
 - 6 Click **Send test e-mail and save SMTP settings**.

SSL CERTIFICATE

Communication between the AVG Business Management Console and AVG update servers takes place over a secure SSL connection. Because of this, you need to set up an SSL certificate. If you have your own SSL certificate, you can use it. If not, the installation process generates a self-signed certificate. We recommend using your own SSL certificate.

POSTGRESQL

The database engine uses PostgreSQL. You do not need to use a different database type for different connected workstations.

Installation creates a new PostgreSQL user account called “AVGMCpostgresql”

INSTALLATION LOGS

You can find the installation logs for the AVG Business Management Console and for PostgreSQL in the temp folder C:\users\\AppData\local\temp. The installation generates the following logs:

- bitrock_installer.log
- Install-postgresql.log
- Setup Log <date lognumber>.txt

NOTE Bitrock_installer.log is related to the PostgreSQL installer itself. You only need this log if the installer is failing to launch or unpack. Most installation issues appear in the Setup Log.

INSTALLING THE CONSOLE

WINDOWS

You can install AVG Business On-Premise Management Console for Windows using the latest installer, which you can download [here](#). There are two options for installation: the default online Console, or an offline configuration.

TO INSTALL AVG BUSINESS ON-PREMISE MANAGEMENT CONSOLE FOR WINDOWS (ONLINE)

- 1 Download the installer [here](#).
- 2 Run the installer.
- 3 Follow the instructions in the Wizard.

NOTE On the Communications page of the Wizard, you can replace the device FQDN with the static IP address of the device where you are installing the Management Console.

- 4 Once installation is complete, double-click the icon on your desktop to open the Management Console.

TO INSTALL AVG BUSINESS ON-PREMISE MANAGEMENT CONSOLE FOR WINDOWS (OFFLINE)

NOTE Additional Requirements:

- At least one network adapter must be enabled on the station
 - The download tool requires .NET 4.5
 - The download tool will not work when a proxy is being used
- 1 Download the installer [here](#).
 - 2 Run the installer.
 - 3 Follow the instructions in the Wizard, ensuring that you click the *Offline Operation* check box during setup.

NOTE On the Communications page of the Wizard, you can replace the device FQDN with the static IP address of the device where you are installing the Management Console.

- 4 Once installation is complete, double-click the icon on your desktop to open the Management Console.

IMPORTANT Existing Console installations cannot be altered for offline functionality. The Console must be uninstalled and reinstalled.

CONFIGURING OFFLINE FUNCTIONALITY FOR THE ON-PREMISE MANAGEMENT CONSOLE

The first time you log in to the Console you will be taken to the Offline Configuration tab. You will not be able to use the Console until this configuration is completed correctly.

- 1 On a device with access to the internet, download the [download tool](#).
- 2 The download tool will download all necessary update files. You will need your Wallet Key.
- 3 Copy the offline folder from the download location (default path C:\Users\username\AppData\Local\Temp\AVGDownloader) to C:\Program Files\Avg\Management Console\console on the device with console installed.
- 4 On the console Configuration page, click **Check Configuration**. If all files are in place, you should be redirected to the Dashboard of the Console.

TO USE THE AVG UPDATES DOWNLOAD TOOL

- 1 Run AVGUpdatesDownloader.exe.
- 2 (Optional) Change the download location using the Browse button.
- 3 Insert wallet key.
- 4 Click **Download**.

Alternatively, if you would like to use Command Line, run the following command:

```
.\AVGUpdatesDownloader.exe /auto /lic="XXXXXX-XXXXXX-XXXXXX"  
/dir=C:\\AVGDownloader
```

When download is complete, two folders are created:

- **\offline:** appremover.exe, subscription, latest version information, ccupgrade.exe, Agent and AV offline installers (this folder is used by the Console)
- **\updates:** program and virus definition update files for clients (this folder used by device set as mirror)

TO LOCATE YOUR WALLET KEY (FOR PARTNERS AND DISTRIBUTORS)

Contact Business Technical Support to be provided the Wallet Key for your Console.

TO INSTALL CLIENTS FROM THE OFFLINE CONSOLE

- 1 Download the installer (AVG_business_agent_setup.zip) as usual using the guidelines in [To download the AVG Business app installer or send an email link](#).
- 2 Unzip the folder and run AVG_setup.bat.
- 3 When prompted after installation, restart the device.

TO UPDATE CLIENTS USING MIRROR

After client installation, you must set up one device in your network as a mirror for providing updates to other devices.

When the mirror is ready, create the configuration file on the device:

- 1 Copy the updates folder from the AVG Updates Download location (default path C:\Users\username\AppData\Local\Temp\AVGDownloader) to C:\Program Files\Avg\Business Agent\.
- 2 In C:\Program Files\AVG\Business Agent\updates\, create file with file name **mirror-updates.cfg**
- 3 Add to the file:
 - [Updates]
 - DisableUpdateDownloading=1

NOTES:

- Program Updates could take approximately 20 minutes to complete
- Anti-Spam definition updates are not supported in offline networks

MAC OS X

You can install AVG Business On-Premise Management Console for Mac using Docker, which you can download [here](#). You will need to install Docker and then download and install the configuration files, which consist of a .yaml and a .env file.

TO INSTALL DOCKER FOR MAC

- 1 Download Docker [here](#).
- 2 Double-click Docker.dmg to open the installer, then drag the icon to the Applications folder.
- 3 Double-click Docker.app in the Applications folder to start Docker. When prompted, enter your system password to authorize the application.
- 4 You will get a pop-up message when the application has been successfully installed. Click the whale icon  to configure Preferences and other options.

NOTE The whale icon in the top status bar of your Mac indicates that Docker is running and accessible from a terminal.

TO INSTALL AVG BUSINESS MANAGEMENT CONSOLE FOR MAC

- 1 Download [docker-compose.yaml](#) with the template configuration and [.env](#) with configuration properties to the same folder on your machine.

NOTE If you have Git installed, you can retrieve the configuration files by running the following command: `git clone https://github.com/AVG/management-console-config.git`.

- If you have MacOS Sierra, you can show hidden files in the folder with `CMD + SHIFT + .`
- 2 Right-click the `.env` file and select **Open with TextEdit**.
- 3 Set the `AVG_HOSTNAME` property to your device's IP address or name. Save your changes.
 - If desired, you can also edit your database username and password or the ports the Console will use for communication.

NOTE If your device's IP address changes after you have set the `AVG_HOSTNAME` property, you will need to edit the `.env` file with the new device IP address and complete steps 5 and 6 again.

- 4 Open the terminal and CD to the directory with the `.yml` and `.env` files, then run the following command: `docker-compose up`.
- 5 Once the application has started, you can access the AVG Business Management Console via a web browser. Open a browser and navigate to **`https://<hostname>:<port number>`** where `<hostname>` is the name or IP address of the device and `<port number>` is the port number.

RUNNING THE CONSOLE

CREATING AN ACCOUNT

The first time you run AVG Business On-Premise Management Console, you will be prompted to create a new account and company. Each following time you run the console, you must log in.

UPLOADING YOUR SUBSCRIPTION

An activation code is part of your confirmation of purchase. It contains information about the edition you purchased. Your code is the subscription used to activate your software.

TO UPLOAD YOUR SUBSCRIPTION

- 1 When running the console for the first time, the screen will prompt you to enter your subscription code.
- 2 Type your subscription code.
- 3 Click **Activate subscription code**.

UPDATING THE CONSOLE

Updating the AVG Business Management Console can sometimes solve technical issues, as well as give you new features to manage devices. If there is a new version available, you will see this icon at the bottom left corner of the console, next to the version number: 

If the icon does not appear next to the version number, then you have the current version, however, you can always check if your version is up to date by clicking the version number link. The dialog that pops up tells you if you need to update.

NOTE To see the product roadmap, what is in development, and what was introduced in previous versions, click the link, then click the tab of the information you would like to see.

TO UPDATE THE CONSOLE

- 1 Click the version number link at the bottom left corner of the console.
- 2 In the dialog box, click **Download**.
- 3 Open the downloaded file.
- 4 Follow the installer instructions.

EDIT COMPANY PROFILE

When you create your AVG Account, we recommend you set up your company profile, including information such as company name, industry, size, and contact information.

Provide your company's information as completely as possible and click **Save** at the bottom of the page. You can return and edit company details whenever information changes within the company.

TO SET UP OR EDIT YOUR COMPANY PROFILE

- 1 Click your profile icon  in the top right corner of the browser window, then click **Edit company profile**.
- 2 Make your changes.
- 3 Click **Save**.

NOTE Company name and Industry are required fields.

EDIT PERSONAL PROFILE

You can change the name, e-mail address, and your password on your personal profile.

TO EDIT YOUR NAME OR E-MAIL ADDRESS

- 1 Click your profile icon  in the top right corner of the browser window, then click **Edit personal profile**.
- 2 Type your **Name** and **Surname**, or the **e-mail address** you would like attached to your console.
- 3 Click **Save**.

TO CHANGE YOUR PASSWORD

- 1 Click your profile icon  in the top right corner of the browser window, then click **Edit personal profile**.
- 2 Click the **Change your password** link.
- 3 Type the following:
 - **Current password**
 - **New password**
 - **Retype new password**
- 4 Click **Save**.

NOTE AVG Business enforces a strong password policy. The minimum length for a password is eight characters. Passwords must use a combination of capital and lowercase letters, as well as numbers. We also recommend you use special characters for maximum password security.

USER MANAGEMENT

The User Management section is provided so that you can:

- Invite other users to be administrators
- View who has access to your console
- Restrict access of existing users to the console (i.e. block access or remove access)

Once you have added a user, you can edit the following information:

- Name
- Surname
- E-mail
- Role (currently, only the Account Administrator role is available)

TO INVITE ADMINISTRATORS

You can invite other users to be administrators for the console. Other administrators have the same level of access as you, with the ability to add devices, set up policies, and add additional administrators.

The user receives an invitation by e-mail, which they can accept or reject.

TO INVITE A NEW USER AS AN ADMINISTRATOR

- 1 Click your profile icon  in the top right corner of the browser window, then click **User management**.
- 2 Click **Create New User**.
- 3 Type the following:
 - **Name**
 - **Surname**
 - **E-mail**
 - **Password**
 - **Retype password**
- 4 Click **Create**. The user will receive an email confirming their access to the Console.

TO EDIT A USER

- 1 Click your profile icon  in the top right corner of the browser window, then click **User management**.
- 2 Click a user.
- 3 Make your changes.
- 4 Click **Save**.

NOTIFICATION SETTINGS

The Notification settings section enables you to choose the types of notifications AVG Business Management Console displays. The different types of notifications are covered in further detail in [Chapter Five: Notifications](#).

From the Notification settings section, you can turn in-app notifications on or off for various security and network notifications. These notifications appear directly in the console. You can also select options for e-mail notifications for each type of threat, which defines when e-mails are sent if the Administrator does not read the in-app notification: instantly or in a batch at the end of the week. You can also turn e-mail notifications off.

TO TURN IN-APP NOTIFICATIONS OFF

- 1 Click your profile icon  in the top right corner of the browser window, then click **Notification settings**.
- 2 In a notification section, move the In-app notification slider  to **Off**.

TO CHOOSE SETTINGS FOR E-MAIL NOTIFICATIONS

- 1 Click your profile icon  in the top right corner of the browser window, then click **Notification settings**.
- 2 In each of the sections, do one of the following:
 - If in-app notifications are turned off, select an option from the **Send e-mail notification** list.
 - If in-app notifications are turned on, select an option from the **If not read send e-mail notification list**.

The options for e-mail notifications are instantly, batched at the end of the day, batched at the end of the week, or never.

TO CHOOSE WHO RECEIVES E-MAIL NOTIFICATIONS

- 1 Click your profile icon  in the top right corner of the browser window, then click **Notification settings**.
- 2 Click the **Edit** link at the top of the window.
- 3 Select the check boxes of the names of the users you want to send the notification to.
- 4 To send the e-mail to other addresses, type the addresses, separated by commas, in the **Send a copy also to the following e-mail addresses** box.
- 5 Click **Update**.

CHANGING THE LANGUAGE

The Language section enables you to choose in which language to display your AVG Business Management Console. The current options are Deutsch, English, Español, Français, Italiano, Português, Русский, Norsk, and Čeština.

TO CHANGE THE LANGUAGE

- 1 Click your profile icon  in the top right corner of the browser window, then click **Language**.
- 2 Select a language.
- 3 Click **Change Language**.

LOGGING OUT

The Logout section immediately logs you out of the AVG Business Management Console without any confirmation prompts.

TO LOG OUT

- 1 Click your profile icon  in the top right corner of the browser window.
- 2 Click **Logout**.

CHAPTER THREE:

NAVIGATION

The navigation menu on the left side of the AVG Business Management Console window allows you to navigate to the different pages in the application. To save space on your screen, you can minimize the navigation bar.

You can minimize the navigation menu by clicking the  button and maximize it by clicking the  button.

NAVIGATION MENU

The pages of the navigation menu allow you to add and manage devices remotely, view or change device settings, schedule and create reports, and receive notifications on changes or risks to your devices.

Below is a brief overview of each page and the actions you can perform on them:

- **Dashboard**—Review general statistics for your managed devices and pertinent information from all the menu pages.
- **Notifications**—Receive notifications on changes or threats to your devices.
- **Devices**—Add devices to your console, view all managed devices and their current statuses, and create and configure groups.
- **Tasks**—Schedule scans, updates, and shut downs and/or restarts of your devices or send messages to devices.
- **Policies**—View all policies and which devices and groups are using them and create new templates.
- **Reports**—Compile reports based on the devices, tasks, and threats occurring across your managed devices.
- **Subscriptions**—View your current subscription type, number of devices in use versus number available, and expiration date, and purchase more devices or enter updated subscription codes.
- **Help & Support**—View helpful links to AVG product pages and the Knowledge Base and contact the technical support team.
- **General Settings**—Choose your date and time preferences, configure proxy settings, set up Master Agents, and migrate from other consoles.

The version link at the bottom of the navigation bar also allow you to:

- View the version number for your Console
- See a roadmap for future updates to the Console

CHAPTER FOUR:

DASHBOARD

The AVG Business Management Console Dashboard provides you a complete overview of the health and status of your network. The Dashboard consists of three sections:

- **Shortcuts**—This section provides quick access to the things you need to do to get started with AVG Business, such as downloading Antivirus software, activating devices, starting a scan, and seeing threat reports.
- **Network Security - Operating System**—This section shows you how many devices you have on each platform.
- **Threat Detection Statistics**—This section displays a graph of recent threats detected.

SHORTCUTS

In the Shortcuts section, you add devices to AVG Business Management Console, activate devices, scan your devices, and see threat reports.

ADDING AND ACTIVATING DEVICES

Your network contains all the devices that you want to protect from threats, regardless of the device location. Add devices when you first install the software and whenever you acquire a new device. Your device is protected as soon as it is added to the network, which occurs when you install AVG Business Antivirus on it. If the device is not activated within 30 days however, it will become unprotected and remain so until you activate it.

After setting up your AVG Account and creating your company profile, you need to add your laptops, PCs, and Macs (devices) into your network. This enables you to manage the security and protection of all devices from the AVG Business Management Console.

HOW TO ADD DEVICES

There are three ways to add a device to the network:

- [Download the AVG Business app installer](#) and execute it on all devices you want to protect.
- [E-mail an AVG Business download link](#) to the device owner.
- [Use a remote installer to automatically add multiple remote devices.](#)

NOTE The remote installation option is not available unless you have already added at least one device to your network through another installation method and designated that device as a Master Agent.

TO DOWNLOAD THE AVG BUSINESS APP INSTALLER OR SEND AN EMAIL LINK

- 1 On the **Dashboard** or **Devices** page, click **Download installer** or the plus sign button to add a device.
- 2 Click **Download the installer**.
- 3 Select the operating system the installer is for:
 - **Windows .EXE (For workstations and servers)**

- **Windows .MSI**
 - **Mac OS X .DMG**
- 4 Select the product **Subscription**.
 - If you would like to activate your devices manually, select *Activate devices and choose product after installation*.
 - 5 Click **Advanced Settings** and select the following options:
 - **The group to add the managed device to**
 - **The policy to use on the managed device**
 - **Whether to remove competitive antivirus products**
 - **Installer size (Light or Full)**
 - **Proxy server (defined by policy)**
 - 6 Do one of the following:
 - Click **Download now**, and when the installer is downloaded, run it on the devices you want to protect.
 - Click **Share download link** and copy the provided private URL, then send it to the intended recipient(s).

NOTE If a restart is required, a notification displays after the install.

SETTING UP E-MAIL

IMPORTANT Before sending download links through e-mail, you must first configure your e-mail settings. Please see the [To set up e-mail](#) section for more details.

TO SEND AN ANTIVIRUS INSTALL LINK BY E-MAIL

- 1 On the **Dashboard** or **Devices** page, click **Download installer**.
- 2 Click **Send download link via e-mail**.
- 3 In the **Send to** box enter the target e-mail address. If you would like to send the link to multiple e-mails, enter them separated by commas.
- 4 Alter the **Subject** line of the e-mail that will be sent.
- 5 To configure the message you send in the e-mail, select the **Include your custom message** check box and type a message.
- 6 Select the product **Subscription**.
 - If you would like to activate your devices manually, select *Activate devices and choose product after installation*.
- 7 Click **Advanced Settings** and select the following options:
 - **The group to add the managed device to**
 - **The policy to use on the managed device**
 - **Whether to remove competitive antivirus products**
 - **Installer size (Light or Full)**
 - **Proxy server (defined by policy)**
- 8 Click **Send** to e-mail an install link to the selected e-mail addresses.

NOTE For both the installer package and the download e-mail link, the Full installer contains all necessary files to install AVG Business Antivirus on the device and can be used in an offline environment if necessary. The Light installer does not have all the files and requires internet access, as it contacts AVG servers to retrieve the installation details and files. Adding multiple devices using the Light installer may have negative effects on the speed of your network until the installation process is complete.

After a successful install through the installer or a download e-mail link, the AVG Business Antivirus application automatically scans and protects the device. The software then sends a message back to the AVG Business Management Console to indicate the device is ready for activation.

HOW TO ACTIVATE YOUR ADDED DEVICES

Your device is protected as soon as it is added to the network. New devices will receive free protection for 30 days after the software is installed so you have time to activate the products you need. If you have purchased a subscription and still have devices available under it, your added devices will be automatically activated.

If the devices are not activated, a follow-up notification is sent to you after 21 days.

TO ACTIVATE YOUR ADDED DEVICES

- 1 Click **Dashboard** .
- 2 Click **Activate now**.
- 3 Choose the type of protection subscription.

You will be able to see and manage the protection status of each of these devices in your dashboard.

NOTE If devices are not activated, their protection terminates after 30 days.

HOW TO DEPLOY AVG ANTIVIRUS TO MULTIPLE DEVICES REMOTELY

AVG Business Management Console makes it easy to automatically find devices in your Active Directory that are not already protected by AVG Antivirus. Once you have found the devices, you can choose which ones you want to deploy AVG Antivirus to, and deploy AVG Antivirus to them remotely, with only a few clicks.

While you are going through the procedure of automatically deploying AVG Antivirus remotely, the

Remote Deployment  button is available on the Navigation menu, so you can navigate to the Remote Deployment pages from the sidebar.

REQUIREMENTS

To automatically deploy AVG Antivirus to multiple devices remotely, you must have:

- AVG Business Management Console 6.0 or higher
- AVG Business Antivirus 18.6 or higher
- At least one device installed and activated
- A working Master Agent
- File and Printer Sharing for Microsoft Networks enabled
- A Microsoft Windows operating system supported by Active Directory

- Valid Credentials for Active Directory with Administrator rights
- All necessary ports open (7074)

RESTRICTIONS

Automatically deploying to multiple devices remotely works only for devices that do not have AVG Antivirus currently installed. To use automatic remote deployment for devices that already have AVG Antivirus installed, you must first uninstall AVG Antivirus. Then, when your Active Directory is scanned, the Remote Installer automatically finds the devices that do not have AVG Antivirus installed and deploys AVG Antivirus, through your Master Agent.

SETTING UP MASTER AGENTS AND LOCAL UPDATE SERVERS

You can set up devices to act as Master Agents for other devices. Master Agents store identical copies of update files that reside on AVG's update servers. Other devices that you manage through AVG Business Management Console can download update files from Master Agents instead of contacting the AVG update server.

Once you select a device to be a Master Agent, that device receives program updates and virus definitions over the web. You can then define which devices and groups use the device to update by selecting that mirror or Local Update Server in any Policy.

Ideally, the devices you choose to be Master Agents should always be accessible to other devices on the network and available when other workstations need to update. If you set up multiple Master Agents, your devices can update from another even if one is unavailable.

You will have to add a device via the Devices tab before you can set it up as a Master Agent. Please see the [How to Add Devices](#) section for more details.

NOTE Devices and the Management console still communicate directly for licensing, usage date, and threat notifications.

MASTER AGENT REQUIREMENTS

The device you use as a Master Agent must:

- Be online all the time
- Have a static IP address

We highly recommend you choose a server device for your Master Agent.



MASTER AGENTS AND DEVICES RUNNING AVG ANTIVIRUS VERSION 18.4 AND OLDER

You cannot use Master Agents with devices that run AVG Antivirus version 18.4 and older.

IMPORTANT AVG recommends updating your devices to a newer version and using a Master Agent.

If you cannot update the device, you can download updates from Local Update Servers instead of AVG Update Servers, which will reduce the bandwidth you use to download updates.

See [To update devices with AVG Antivirus 18.4 and older using Local Update Servers](#).

TO SET UP A DEVICE AS A MASTER AGENT

- 1 Click **General Settings** .
- 2 Click the **Master Agents** tab.
- 3 Click **Add new Master Agent**.
- 4 Select an operating system in the **Filter devices** list and/or type a device name in the **Search** box.
- 5 Click a device.
- 6 Click **Select**.

Once you finish this procedure, it may take a while for the Master Agent to activate on the device.

TO DEFINE WHICH DEVICES AND GROUPS USE A MASTER AGENT AS A LOCAL UPDATE SERVER

Master Agents can be used by devices to download updates instead of downloading them from the AVG servers, which can take longer. Which devices and groups update from a Master Agent are defined in the policy applied to those devices and groups.

- 1 Click **Policies** .
- 2 Click a policy.
- 3 Click one of the following tabs matching the device type this template will be applied to:
 - **Windows Workstation**
 - **Windows Server**

- 4 Click the **General settings** tab.
- 5 If required, click the **Advanced update settings for devices with AV version 18.4 and older** link to expand it.
- 6 In the Virus definitions updates and Program updates section, select the **Via available Local Update Servers** button.
- 7 Click **Apply Changes**.
- 8 Apply the template to the devices and groups you want to update from the Master Agent device by following the [To apply a template to a device or device group](#) procedure.

NOTE When it is used to provide updates to other devices, a Master Agent is referred to as a Local Update Server or an Update Mirror.

TURNING MASTER AGENTS ON AND OFF

You can turn Master Agents on or off:

- for a device
- for one or more device groups
- for all devices and groups

NOTE Turning a Master Agent on or off only affects devices and device groups that are configured to use the Master Agent to update.

TO TURN A MASTER AGENT ON OR OFF FOR A DEVICE

- 1 Click **Devices** .
- 2 Click a device.
- 3 Click the **Overview** tab.
- 4 Do one of the following:
 - To turn a Master Agent on, select the **Always update from AVG servers** check box.
 - To turn a Master Agent off, clear the **Always update from AVG servers** check box.
- 5 Click **Save**.

TO TURN A MASTER AGENT ON OR OFF FOR A DEVICE GROUP

- 1 Click **Devices** .
- 2 If the **Groups** panel is not expanded, click **Expand Groups** .
- 3 Click the **More** button  next to the group, then click **Edit group**.
- 4 Do one of the following:
 - To turn the Master Agent on, select the **Always update from AVG servers** check box.
 - To turn the Master Agent off, clear the **Always update from AVG servers** check box.
- 5 Click **Save group**.

TO TURN A MASTER AGENT ON

This procedure turns on a Master Agent for devices and device groups that are assigned to use the Master Agent.

- 1 Click **General Settings** .
- 2 Click the **Master Agents** tab.
- 3 Move the slider  next to the Master Agent to **On**.
- 4 Select the IP address of your Master Agent device in the **Select mirror IP address** list.
- 5 Click **Turn ON**.

TO TURN A MASTER AGENT OFF

- 1 Click **General Settings** .
- 2 Click the **Master Agents** tab.
- 3 Move the slider  next to the Master Agent to **Off**.
- 4 Click **Turn OFF**.

TO UPDATE DEVICES WITH AVG ANTIVIRUS 18.4 AND OLDER USING LOCAL UPDATE SERVERS

If the devices cannot communicate with your Local Update Server, they will update from AVG's Update Servers.

- 1 Click **General Settings** .
- 2 Click the **Master Agents** tab.
- 3 Move the slider  next to the Master Agent to **On**.
- 4 Click the Advanced update settings for devices with AV version 18.4 and older link.
- 5 Select the **Use Local Update Server for devices with Program version 18.4 and older** check box.
- 6 Select the IP address of your Local Update Server in the **Select mirror IP address** list.
- 7 Click **Turn ON**.

TO AUTOMATICALLY DEPLOY AVG ANTIVIRUS TO DEVICES IN YOUR ACTIVE DIRECTORY REMOTELY

Deploying AVG Antivirus automatically to devices in your Active Directory involves four steps:

- Scanning your network
 - Selecting the devices
 - Defining installer settings
 - Deploying to devices
- 1 Remove and uninstall AVG Antivirus from existing devices.
 - 2 On the **Dashboard** or **Devices** page, click **Download installer**.
 - 3 Click **Deploy installers remotely**.
 - 4 Click **Begin deployment process**.
 - If you do not have a Master Agent available, click the **Add new Master Agent** link and follow the [Setting Up Master Agents](#) procedure.
 - If you do have Master Agents available, select the one you want to use.
 - 5 In the **Active Directory credentials** section, enter the following:
 - **Domain**
 - **Username**
 - **Password**

- 6 Click **Scan your network**.

NOTE Wait while the network is scanned. This may take a while.

- 7 In the **Active Directory Groups** section, navigate to a folder that contains unprotected devices and select the check boxes next to the devices you want to deploy to.
- 8 Click **Define installer settings**.
- 9 In the **Select a subscription** box, select one of your available Antivirus subscriptions.
- 10 In the **Deploy to a group in AVG Business console** section, do any of the following:
 - Select a group.
 - If you would like to copy your Active Directory's group structure, select the **Copy Active Directory group structure into the selected group** check box.
 - Select a policy.
- 11 If you would like AVG Business to remove any conflicting antivirus programs during installation, select the **Remove other conflicting antivirus products during deployment** check box.
- 12 Click **Start deployment to devices**.

NOTE Wait while Antivirus is deployed to devices. You can navigate to other pages during this process and use the Remote Deployment button on the navigation menu to return to view the progress of your Remote Deployment.

- 13 Click **Finish Remote Deployment**.

NOTE Some devices may require a restart for changes to take effect. You can create this task easily by navigating to the **Devices** page  and clicking the **Create a Restart task** link next to any device that has one. Please see the [To Shut Down or Restart a Device](#) section for more details.

PROXY SETTINGS

You can set up a proxy server in the AVG Business Management Console for when the console needs to connect to AVG servers. If you are trying to configure proxy settings for endpoint devices, you can do so by altering the policy in Policies.

TO CONFIGURE CONSOLE PROXY SETTINGS

- 1 Click **General Settings** .
- 2 Click the **Console Proxy** tab.
- 3 In the drop-down menu, select what type of connection the console will be using:
 - Direct (no proxy)
 - HTTP, then fill in the address, port, and authentication method
 - SOCKS v4, then fill in the address, port, and authentication method (if any)
- 4 Click **Check connection**.

NETWORK SECURITY - OPERATING SYSTEM

The Network Security section on the Dashboard page displays the number of devices you have, by operating system.

TO REFRESH THE NETWORK SECURITY - OPERATING SYSTEM SECTION

- 1 Click **Dashboard** .
- 2 In the **Network Security - Operating System** section, click the **Refresh**  button.

THREAT DETECTION STATISTICS

This section displays a graph that shows the number of threats detected across your devices over a chosen time period.

TO CHANGE THE TIME PERIOD OF THE THREAT DETECTION GRAPH

- 1 Click **Dashboard** .
- 2 In the **Threat Detection Statistics** section, click one of the following buttons:
 - **Week**
 - **2 Weeks**
 - **Month**

TO REFRESH THE THREAT DETECTION STATISTICS SECTION

- 1 Click **Dashboard** .
- 2 In the **Threat Detection Statistics** section, click the **Refresh**  button.

CHAPTER FIVE:

NOTIFICATIONS

Notifications are messages that keep you informed about the status of your network, providing a communication channel for important messages. Notifications appear on the Notifications page in AVG Business Management Console and are also delivered to the e-mail address you set up for your account.

TYPES OF NOTIFICATION

There are two types of notification:

- **Security**—Security messages notify you about detected and blocked threats and remind you to update your software.
- **Network**—These messages give you warnings and information about the status of devices in your network.

Read and take action on new notifications in your e-mail or by following the links on the Notification page.

SECURITY NOTIFICATIONS

- **Threat was blocked**—Threat was blocked before it accessed the device. Investigate the blocked threat.
- **Threat was blocked and moved to the chest**—Threat was blocked before it accessed the device and moved to the virus chest. View the virus chest to identify the threat.
- **Threat was found while scanning**—Threat was found on the device during a scan. Investigate the threat.
- **Threat was found and moved to the chest**—Threat was found on the device during a scan and moved to the virus chest. View the virus chest to identify the threat.
- **Virus database is out of date**—Update AVG Antivirus.

NETWORK NOTIFICATIONS

- **Antivirus application is outdated**—Update AVG Antivirus.
- **Device offline for an extended period**—Verify the device is switched on and connected to the network.
- **Devices are awaiting activation**—Activate devices now.
- **Device was removed**—Verify the devices were removed intentionally.
- **Newly added device is awaiting activation**—Activate new devices now.
- **Other technical issues**—Investigate the issue.
- **Devices require restart**—Create a task to restart the devices.

TO MARK ALL NOTIFICATIONS AS READ

- 1 Click **Notifications** .
- 2 Click **Mark all as read**.

NOTIFICATION DELIVERY

You can turn on and off notifications within the application. They appear on the Notifications page.

You can also receive batch notifications at e-mail addresses. If in-app notifications are turned on, you will only receive a batched e-mail notification if notifications are not read in the app. You can receive batch e-mail notifications daily or weekly.

Notifications expire after 30 days of inactivity. Activity includes:

- Clicking on the notification.
- Any action being taken on the notification.

TO TURN IN-APP NOTIFICATIONS OFF

- 1 Click **Notifications** .
- 2 Click **Notification settings**.
- 3 In a notification section, move the In-app notification slider  to **Off**.

TO CHOOSE SETTINGS FOR E-MAIL NOTIFICATIONS

- 1 Click **Notifications** .
- 2 Click **Notification settings**.
- 3 In each of the sections, do one of the following:
 - If in-app notifications are turned off, select an option from the **Send e-mail notification** list.
 - If in-app notifications are turned on, select an option from the **If not read send e-mail notification list**.

TO CHOOSE WHO RECEIVES E-MAIL NOTIFICATIONS

- 1 Click **Notifications** .
- 2 Click **Notification settings**.
- 3 Click the **Edit** link at the top of the window.
- 4 Select the check boxes of the names of the people you want to send the notification to.
- 5 To send the e-mail to other addresses, type the addresses, separated by commas, in the **Send a copy to the following e-mail addresses** box.
- 6 Click **Update**.

CHAPTER SIX:

DEVICES

The Devices page displays a list of all your devices and groups. This lets you view device status and drill down to the details of each device to configure your device security to your environment.

UNDERSTANDING THE STATUS OF DEVICES

The status of each device is displayed next to its name, with different statuses displayed in different colors.

- **Green**—Indicates the device is protected and safe. No action is required.
- **Yellow**—Indicates the device is vulnerable. For example, a device might be yellow if a scan hasn't been run in a long time, or if the device has been added within the last thirty days but hasn't been activated. If a device is yellow, you should take the recommended action as soon as possible.
- **Red**—Indicates the device is in danger. For example, if a threat has been detected on the device. Take immediate action.
- **Grey**—Indicates the device is inactive or is in the process of being activated. Decide whether to activate the device or remove it from the network.

DEVICE STATUS MESSAGES

If your device message indicates one of the following alerts, please note the action to take.

- Device Management
 - **Offline 21+ days.** Your device has not synced in more than 21 days. Check why the device is not connected to the network and connect it.
 - **Offline 14+ days.** Your device has not synced in more than 14 days. Check why the device is not connected to the network and connect it.
 - **Obsolete OS.** Your device is using an obsolete version of the operating system. Consider updating the device to a more recent OS to resolve this vulnerability.
 - **Restart needed.** Your device needs to be restarted for one or more reasons. Create a restart task for affected devices.
 - **Agent outdated 21+ days.** The device management agent is out of date by more than 21 days. Check why the device is not updating.
 - **Device has been reinstalled.** The device has been reinstalled by the user on the device. No further action is needed.
 - **Device has been migrated.** The device has been properly migrated to your Console.
- Antivirus
 - **Antivirus subscription expired.** Device is using an expired AVG Antivirus subscription. Choose a new subscription with remaining available seats or purchase new seats.
 - **Some OS drivers missing.** MacOS drivers are missing or need to be approved on the device.
 - **Agent outdated 21+ days.** The Antivirus agent is out of date by more than 21 days. Create a task to update the agent.
 - **Virus definitions outdated 21+ days.** The virus definitions in the database are out of date by more than 21 days. Create a task to update the virus definitions.

- **Virus definitions outdated 14+ days.** The virus definitions in the database are out of date by more than 14 days. Create a task to update the virus definitions.
 - **Protection components disabled.** Some of the core protection components have been disabled manually by the end user. Create a task to restart the device and its components.
 - **Threat unresolved.** One or more threats have been found by one of the Shields but could not be resolved. You should inspect the Policies configuration or examine the threat and resolve it manually from the Threats list in Device Details.
 - **Threat quarantined.** One or more threats have been found by one of the Shields and automatically moved to quarantine. You should examine the threat and either delete or restore the threat manually from quarantine.
 - **Threat found and resolved.** One or more threats have been found by one of the Shields and has been resolved automatically. No further action is needed.
- Patch Management
 - **Patch subscription expired.** Device is using an expired Patch Management subscription. Choose a new subscription with remaining available seats or purchase new seats.
 - **Patches failed to deploy.** One or more patches have failed to deploy to the device. View the patch itself to see possible reasons.
 - **Critical patches missing.** One or more critical/important patches are missing on the device. You should deploy them via the Patches page.
 - **Patches missing.** One or more low severity patches are missing on the device. You should deploy them via the Patches page.
 - **Patch scan failed.** Scan for missing patches has failed on the device. Create a task to scan the device again.

TO SEARCH FOR A DEVICE

- 1 Click **Devices** .
- 2 In the **Device name** box, type part of the name of the device you are looking for.
- 3 Click **Search**.

TO FILTER THE DEVICE LIST

- 1 Click **Devices** .
- 2 Click **Filters**.

NOTE Ensure you have selected the proper group to filter.

- 3 To filter devices, select one or more options from the following choices in the **Dynamic filters** menu:
 - **Device Status:** Activated devices, Safe, Vulnerable, In danger, Activating, Awaiting activation, Uninstall pending, Expired
 - **Operating System:** Windows Workstation, Windows Server, Mac OS X
 - **Superpowers:** Local Update Server, Master Agent
 - **Last seen more than:** Week ago, Month ago
- 4 To remove a filter, do one of the following:
 - Click the small  button in the top right corner of the filter name.
 - Click into the **Dynamic filters** menu and backspace to remove the filter(s).

- Click **Hide Filters**.

TO FILTER THE DEVICE LIST BY ALERTS

- 1 Click **Devices** .
- 2 Click **Filters**.

NOTE Ensure you have selected the proper group to filter.

- 3 To filter devices, select one or more options from the following choices in the **Filter alerts** menu:
 - Any alerts
 - Any muted alerts
 - **Device Management:** Offline 21+ days, Offline 14+ days, Obsolete OS, Restart needed, Agent outdated 21+ days, Device has been reinstalled, or Device has been migrated
 - **Antivirus:** Antivirus subscription expired, Some OS drivers missing, Agent outdated 21+ days, Virus definitions outdated 21+ days, Virus definitions outdated 14+ days, Protection components disabled, Threat unresolved, Threat quarantined, or Threat found and resolved
 - **Patch Management:** Patch subscription expired, Patches failed to deploy, Critical patches missing, Patches missing, or Patch scan failed
- 4 To remove a filter, select a different filter from the list or click **reset filter**.

NOTE Filters will only appear for alerts that have been triggered on your devices.

HIDING ALL ALERTS

- 1 Click **Devices** .
- 2 Click Hide alerts.

MANAGING ALERTS

Alerts are visible across your devices on the list to provide insight on the current state of the devices across your network.

DISMISSING ALERTS

This option will dismiss an alert for a time, which will update your device status as well. You will not be able to view your dismissed alerts; however, the next time a risk check is run on the device, the alert may reappear.

- 1 Click **Devices** .
- 2 Click the drop-down arrow beside an alert in the devices list.
- 3 Click **Dismiss**.

MUTING ALERTS

This option will mute an alert for the selected length of time, which will update your device status as well.

- 1 Click **Devices** .
- 2 Click the drop-down arrow beside an alert in the devices list.
- 3 Select one of the following:

- Mute for one week
- Mute for two weeks
- Mute for one month
- Mute for three months
- Mute for the next century

To unmute an alert, click the crossed-out bell symbol beside the alert in the devices list, then click either **Unmute** or **Unmute this alert on all devices**.

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To unmute an alert, click the crossed-out bell symbol beside the alert in the devices list, then click either **Unmute** or **Unmute this alert on all devices**.

ASSIGNING A POLICY TO DEVICES

You can assign a policy to an individual device, or to a group of devices.

Policies control the level of active protection, data protection, and identity protection that devices get from AVG Antivirus, and additional settings. For more information, see [Policies](#).

TO ASSIGN A POLICY TO A DEVICE OR SELECT DEVICES WITHIN MULTIPLE GROUPS

- 1 Click **Devices** .

- 2 Select the check boxes of the devices you want to assign a new policy to.

NOTE You can select devices from multiple groups by clicking the group names and selecting the check boxes of the chosen devices in each group.

- 3 Do one of the following:
 - Click **Actions, Change Policy**.
 - Click the **More** button  next to the device, then click **Change Policy**.
- 4 Select a policy.
- 5 Click **Change Policy**.

TO ASSIGN A POLICY TO A GROUP OF DEVICES

- 1 Click **Devices** .
- 2 Select the check box of a group.
- 3 Click **Actions, Change Policy**.
- 4 Select a policy.
- 5 Click **Change Policy**.

REMOVING AND UNINSTALLING DEVICES

You can remove and uninstall a device remotely from the AVG Business Management Console using the following procedure. You can also uninstall a device locally using the Windows Control Panel procedure for uninstalling the AVG Business Antivirus application.

You can only remove and uninstall devices that are online. The status of the device appears as “Uninstalling” until the uninstall is complete, when the device no longer appears in the console.

The second step in the process occurs the next time your removed device connects to the internet:

- The device receives the 'remove' message and uninstalls the security software.
- When the uninstall concludes, a message is sent back to your management console confirming the device is removed.

When the process is complete, AVG Business Antivirus is uninstalled from the device and the device is removed from AVG Business Management Console.

TO REMOVE AND UNINSTALL A DEVICE REMOTELY

- 1 Click **Devices** .
- 2 Do one of the following:
 - To include multiple devices, select the check boxes of the devices you want to add. Then click **Actions, Remove and Uninstall**.
 - For a single device, click the **More** button  next to a device, then click **Remove and Uninstall**.
- 3 Click **Yes**.

NOTE You may have to wait a while for the process to complete.

PERMANENTLY REMOVING A DEVICE THAT CANNOT CONNECT TO THE NETWORK

If your device is lost or cannot connect to the network (for example, it has no internet connection,) it may never receive the message to perform the uninstall. If this is the case, you can permanently delete the device from within the management console and, if possible, manually uninstall the software from the device.

To delete the device from the management console, first follow the [To remove and uninstall a device](#) procedure. Then:

- 1 Find the device by filtering for deleted devices.
- 2 Delete the device again.

The device is fully removed from the network. If you have access to the device, but it cannot access the network, manually uninstall the AVG software from the device.

GROUPS

Groups are a convenient tool to help you manage your devices. If you have multiple devices that you want to apply the same settings to, you can create a group of those devices and give it a name. Then you can apply policies to the group instead of to each device individually, which will save you time. Groups appear in the Groups panel to the left of the device list.

VIEWING AND CREATING DEVICE GROUPS

To view or create a group, go to the **Devices** menu and look at the Groups panel. If the Groups panel is not expanded, click **Expand panel**  .

THE DEFAULT DEVICE GROUP

A default group is provided for you. This is the parent group and, although you can rename it, you cannot delete it. All new devices are placed in the default group when you add them to your network, unless you specifically add the device from within another group you have created. As soon as a device is added to a group, it assumes the protection of the policy for that group. You can change the name of the default group and the policy that applies to it by selecting the configuration icon  next to the group name.

CREATE A NESTED DEVICE GROUP

If you want to set up a device group hierarchy, you can create a device group as a subset of another group. This can help you mirror a detailed device organizational structure and apply program settings at a granular level.

TO ADD A GROUP

- 1 Click **Devices** .
- 2 Click **Add group**.
- 3 Type a group name.
- 4 Choose a parent group.
- 5 Select a policy option in the **Group settings** list.

- 6 To update devices in the group from AVG servers, even if the policy gets virus definitions and program updates from local update servers, select the **Always update from AVG servers** check box.
- 7 Click **Add group**.

TO ADD A SUB-GROUP

Sub-groups inherit the properties of their parent groups by default, but you can edit the group at any time.

- 1 Click **Devices** .
- 2 Click the **More** button  next to a group, then click **Add sub-group**.
- 3 Type a group name.
- 4 Choose a parent group.
- 5 To choose a policy, choose an option from the list in **Group settings**.
- 6 Click **Add group**.

TO EDIT A GROUP

- 1 Click **Devices** .
- 2 Click the **More** button  next to a group, then click **Edit group**.
- 3 Make your changes.
- 4 Click **Save group**.

TO DELETE A GROUP

NOTE Any devices in the group need to be removed from it before the group can be deleted.

- 1 Click **Devices** .
- 2 Click the **More** button  next to a group, then click **Edit group**.
- 3 Make your changes.
- 4 Click **Save group**.

TO ADD A DEVICE TO A GROUP

When you add a device to a group, the device assumes the settings of the group that it is added to. If the group uses a policy, the added device also uses that policy. If you move the device to a different group, it changes to use the policy of the group you moved it to.

- 1 Click **Devices** .
- 2 Do one of the following:
 - To include multiple devices, select the check boxes of the devices you want to add. Then click **Actions, Move to group**.
 - For a single device, click the **More** button  next to a device, then click **Move to group**.
- 3 Click the group to add the device to.
- 4 Click **Move devices**.

NOTE You can also add a device to a group by dragging the device to any group in the Groups panel on the Devices page.

ACTIONS ON THE DEVICE PAGE

On this page, you can also perform certain actions, such as:

- Changing the policy
- Changing the subscription edition
- Activating the device
- Unselecting devices
- Removing and uninstalling the device

You can perform these actions on single devices or on multiple devices at the same time.

TO CHANGE THE POLICY OF A DEVICE

You can assign a policy to an individual device, or to a group of devices.

Policies control the level of active protection, data protection, and identity protection that devices get from AVG Antivirus, and additional settings. For more information, see [Policies](#).

NOTE This procedure may require the device to restart.

- 1 Click **Devices** .
- 2 Do one of the following:
 - To include multiple devices, select the check boxes of the devices. Then click **Actions, Change Policy**.
 - For a single device, click the **More** button  next to a device, then click **Change Policy**.
 - To include one or more groups, select the check boxes of the groups. Then click **Actions, Change Policy**.
- 3 Select a template.
- 4 Click **Change policy**.

TO CHANGE THE SUBSCRIPTION OF A DEVICE

NOTE This procedure requires the device to restart.

- 1 Click **Devices** .
- 2 Do one of the following:
 - To include multiple devices, select the check boxes of the devices. Then click **Actions, Change subscription**.
 - For a single device, click the **More** button  next to a device, then click **Change subscription**.
- 3 Click **Apply** for the subscription you want to change to.

TO ACTIVATE A SELECTED DEVICE

NOTE This procedure requires the device to restart.

- 1 Click **Devices** .
- 2 Select the check boxes of the devices.
- 3 Click **Actions, Activate selected devices**.

TO UNSELECT DEVICES

- On the **Devices** page with at least one device selected, click **Actions, Unselect all**.

CREATING TASKS ON THE DEVICE PAGE

You can create tasks on the **Devices** page or on the **Tasks** page. When you create tasks on the Devices page, you can choose the devices that the task runs on; when you create a task on the Tasks page, the task will run on all devices.

TO SCAN A DEVICE

- 1 Click **Devices** .
- 2 Do one of the following:
 - To include multiple devices, select the check boxes of the devices you want to include in the task, then click **Actions, Create a task**.
 - For a single device, click the **More** button  next to a device, then click **Create a task**.
- 3 Click **Scan device**.
- 4 Select a type of scan:
 - **Quick Scan**—Scan for common threats
 - **Full System Scan**—Run a detailed scan of every file on the device
 - **Removable Media Scan**—Scan USBs and portable media connected to the device
 - **Custom Scan**—Run a scan where you choose the file types, sensitivity of the scan, performance, actions, and whether compressed files are included.
 - **Boot-time Scan (MS Windows only)**—Run a scan when the device boots up.
- 5 Choose the options for your scan.
- 6 Select **Schedule the scan** and set the **Frequency** and **Schedule start date and time**.
- 7 Type a **Custom name** for the scan.
- 8 Click **Start Scan**.

TO SEND A MESSAGE TO A DEVICE

- 1 Click **Devices** .
- 2 Do one of the following:
 - To include multiple devices, select the check boxes of the devices you want to include in the task, then click **Actions, Create a task**.
 - For a single device, click the **More** button  next to a device, then click **Create a task**.
- 3 Click **Send a message to the device**.
- 4 Type a message to your users.
- 5 Select **Schedule the message** and set the **Frequency** and **Schedule start date and time**.
- 6 Type a **Custom name** for the message.
- 7 Click **Send message**.

TO UPDATE A DEVICE

- 1 Click **Devices** .
- 2 Do one of the following:
 - To include multiple devices, select the check boxes of the devices you want to include in the task, then click **Actions, Create a task**.
 - For a single device, click the **More** button  next to a device, then click **Create a task**.
- 3 Click **Update device**.
- 4 Do one of the following:
 - To update AVG Business Antivirus, select the **Program update** check box.
 - To update virus definitions, select the **Virus definition update** check box.
- 5 Select **Schedule the update** and set the **Frequency** and **Schedule start date and time**.
- 6 Type a **Custom name** for the update.
- 7 Click **Update**.

TO SHUT DOWN OR RESTART A DEVICE

- 1 Click **Devices** .
- 2 Do one of the following:
 - To include multiple devices, select the check boxes of the devices you want to include in the task, then click **Actions, Create a task**.
 - For a single device, click the **More** button  next to a device, then click **Create a task**.
- 3 Click **Shutdown device**.
- 4 Select one of the following check boxes:
 - **Restart device**
 - **Shutdown device**
- 5 Type a message that will notify your users before the restart or shutdown.
- 6 Choose an option in the **Specify when the message is displayed** box.
- 7 Select **Schedule the shutdown** and set the **Frequency** and **Schedule start date and time**.
- 8 Type a **Custom name** for the shutdown task.
- 9 Click **Shutdown**.

VIEWING DEVICE DETAILS

When you click a device, you are taken to a device details page that shows you more information about the device. This page includes four tabs:

- Overview
- Components
- Tasks
- Threats detected

On each of these tabs, you can perform certain actions.

TO VIEW DEVICE DETAILS

- 1 Click **Devices** .
- 2 Click a device.

On the **Overview tab**, you can view information such as device alias, device IP address, domain, operating system, and the agent/program versions. The actions you can perform on this tab are:

- Edit the device alias.
- Override the local update server.
- Change the subscription.
- Edit the policy.
- Remove this device from your network.

On the **Components tab**, you can view the status of your antivirus and identity protection. You can also turn the individual components of your protection on or off. For more information about each component, see the [Configuring AVG Business Antivirus with policies](#) section.

The **Tasks tab** displays the progress of recent, current, and scheduled tasks, along with a description, the time started, and the last results, if any. On this tab, you can stop and delete tasks. You can also create tasks. For more information about creating tasks, see [Tasks](#).

TO STOP OR DELETE A TASK FROM THE TASKS TAB OF THE DEVICES PAGE

- 1 Click **Devices** .
- 2 Click a device.
- 3 Click the **Tasks** tab.
- 4 Click the **More** button  next to a task, then click **Stop** or **Delete**.

VIEWING INFORMATION ON INDIVIDUAL ITERATIONS OF DEVICE TASKS

You can see additional information on the specific instances of repeating tasks, for example:

- Task progress.
- Time the task started.
- The results of the task.
- The next time the task is scheduled to run.

- 1 Click **Devices** .
- 2 Click a device.
- 3 Click the **Tasks** tab.
- 4 Click an iteration of a task.

NOTE You can click the **More** button  next to a task iteration to either **Stop** or **Delete** that iteration of the task.

The **Threats detected tab** shows details of the threats detected on devices. This tab shows the threat status, name, file name and location, how it was detected, and the date of detection. From this tab, you can open the Virus chest, where you can restore and delete files.

TO RESTORE OR DELETE INFECTED FILES FROM THE THREATS DETECTED TAB OF THE DEVICES PAGE

- 1 On the **Threats detected** tab, click **Virus chest**.
- 2 Select the infected file.
- 3 Click one of the following:
 - **Restore files**
 - **Delete files**

CHAPTER SEVEN:

TASKS

The Tasks page shows you the progress of tasks on devices, a description of tasks, the schedules of tasks, as well as the results of tasks, if any. The Tasks page displays completed, in-progress, and scheduled tasks. You can click any task to see more details, including which devices the task has been completed on and the devices where the task has not been completed.

On this page, you can create tasks for all devices at once, such as device scans, messages to devices, device updates, and device shutdowns. You can create these tasks to happen as soon as possible, or you can schedule them for a future point in time or to recur on a regular basis.

TASK SUMMARY

The Task Summary table shows you details of tasks, including the number of devices where the task is completed, and the number where the task is not complete. Click anywhere in a task to see exactly which devices are in each state. Tasks only run on their assigned devices when the device is turned on and only report status when they are connected to the network.

In the Task Summary pane, you can stop tasks that are in progress and delete tasks.

NOTES

- If you want to create a task that applies only to certain devices, and not all the devices you manage, create your task [on the Device page](#).
- Tasks from deleted devices are displayed until deleted.

VIEWING TASKS

Clicking any task lets you see the details of that task in three tabs: Overview, Devices, and Settings.

Filtering tasks helps you find the tasks you are looking for when you have many tasks scheduled, in progress, or completed.

TO SEE THE DETAILS OF A TASK

- 1 Click **Tasks** .
- 2 Click a task.
- 3 Click any of the following tabs:
 - **Overview**—shows the overall results of the task, its schedule, and how many devices are running the chosen task.
 - **Devices**—displays a list of devices running the chosen task, task progress, and the last result separated by device.
 - **Settings**—displays the settings for the chosen task that were applied when the task was created.

TO SEARCH FOR A TASK

- 1 Click **Tasks** .

- 2 In the **Task name** box, type part of the name of the task you are searching for.

The Task list updates as you type.

NOTE To clear the search, click  in the search box.

TO FILTER TASKS

- 1 Click **Tasks** .
- 2 Click the **Filters** button.
- 3 Click the **Dynamic** filters menu, then select one or more options from the following choices:
 - **Task types:** Scan, Send message, Software update, Shutdown & Restart.
 - **Task intervals:** One-time task, Recurring task.
- 4 To remove a filter, do one of the following:
 - Click the small  button in the top right corner of the filter name.
 - Click into the **Dynamic filters** menu and backspace to remove the filter(s).
 - Click **Hide filters**.

TO UNSELECT TASKS

- 1 Click **Tasks** .
- 2 Uncheck the box beside the task or tasks.

TO STOP OR DELETE A TASK

- 1 Click **Tasks** .
- 2 Select the check boxes of the tasks you want to stop or delete.
- 3 Click **Actions**.
- 4 Do one of the following:
 - To stop the tasks, click **Stop**.
 - To delete the tasks, click **Delete**.

EDITING TASKS

Once you have set up a task, you cannot edit it. If you need to change a task, you must delete the current task and create a new one.

CREATING TASKS ON THE TASKS PAGE

You can create tasks on the **Devices** page or on the **Tasks** page. The difference is that when you create tasks on the Devices page, you can choose the devices that the task runs on. If you create a task on the Tasks page, the task will run on all devices.

IMPORTANT Scheduled tasks will not run on devices added to the network after the creation of the task. Any scheduled tasks would have to be deleted and re-created to include the new devices.

SCANNING DEVICES

You can create the following types of scans:

- **Quick Scan**—Scan for common threats
- **Full System Scan**—Run a detailed scan of every file on the device
- **Removable Media Scan**—Scan USBs and portable media connected to the device
- **Custom Scan**—Run a scan where you choose the file types, sensitivity of the scan, performance, actions, and whether compressed files are included.
- **Boot-time Scan (MS Windows only)**—Run a scan when the device boots up.

WHEN TO RUN SCANS

The more often your users download files from the web or install software, the more often you should perform scans. The more often you perform scans, the more likely you will catch malicious threats before they do damage to your devices and networks.

You can create a task to run regularly scheduled scans on your network at non-peak times so that your users' work is not interrupted.

TO SCAN ALL MANAGED DEVICES

- 1 Click **Tasks** .
- 2 Click **Create a task**.
- 3 Click **Scan device**.
- 4 Select a type of scan:
 - **Quick Scan**
 - **Full System Scan**
 - **Removable Media Scan**
 - **Custom Scan**
 - **Boot-time Scan (MS Windows only)**.
- 5 If desired, select **Schedule the scan** and set the **Frequency** and **Schedule start date and time**.
- 6 Type a **Custom name** for the scan.
- 7 Click **Start Scan**.

SENDING A MESSAGE TO ALL MANAGED DEVICES

You can send a message to all devices whenever you want to share important information with users, for example, to warn them in advance of an upcoming shutdown. The message appears in a small pop-up window on users' devices.

TO SEND A MESSAGE TO ALL MANAGED DEVICES

- 1 Click **Tasks** .
- 2 Click **Create a task**.
- 3 Click **Send a message to the device**.
- 4 Type a message to your users.
- 5 If desired, select **Schedule the message** and set the **Frequency** and **Schedule start date and time**.
- 6 Type a **Custom name** for your message task.
- 7 Click **Send message**.

UPDATING DEVICE SOFTWARE

Both AVG Business Antivirus threat detection software and the threat database that AVG Business Antivirus uses are updated on a frequent basis. New threats are discovered every day and it is important to keep your device(s) up to date to maximize the protection of devices and networks.

HOW TO UPDATE ANTIVIRUS SOFTWARE AND VIRUS DEFINITIONS

You can create a task to update the AVG Business Antivirus application or update the virus definition file for AVG Business Antivirus.

When the task runs, the software updates on each device the next time that device is turned on and connected to the internet. The task history shows you when the task has completed successfully for each device.

NOTE You can also set your policy to update AVG Business Antivirus and virus definition updates automatically. For more information, see [Using policies to keep Antivirus up to date](#).

TO UPDATE ANTIVIRUS ON ALL MANAGED DEVICES

- 1 Click **Tasks** .
- 2 Click **Create a task**.
- 3 Click **Update device**.
- 4 Do one of the following:
 - To update AVG Business Antivirus, select the **Program update** check box.
 - To update virus definitions, select the **Virus definition update** check box.
- 5 If desired, select **Schedule the update** and set the **Frequency** and **Schedule start date and time**.
- 6 Type a **Custom name** for the update.
- 7 Click **Update**.

SHUTTING DOWN OR RESTARTING ALL MANAGED DEVICES

From the Tasks page, you can create a task to shut down or restart all managed devices. When you create the task, you choose an option for when the warning message to users is displayed and decide if the shutdown happens immediately, is scheduled to happen later, and if it recurs on a regular basis.

This procedure shuts down all devices managed by the AVG Business Management Console. If you want to shut down individual devices, [create a task from the Devices page](#).

TO SHUT DOWN OR RESTART ALL MANAGED DEVICES

- 1 Click **Tasks** .
- 2 Click **Create a task**.
- 3 Click **Shutdown device**.
- 4 Select one of the following check boxes:
 - **Restart device**
 - **Shutdown device**
- 5 Type a message to notify your users before the shut down or restart.

- 6 Choose an option in the **Specify when the message is displayed** box.
- 7 If desired, select **Schedule the shutdown** and set the **Frequency** and **Schedule start date and time**.
- 8 Type a **Custom name** for the shut down or restart task.
- 9 Click one of the following:
 - **Restart**
 - **Shutdown**
 - **Schedule restart**
 - **Schedule shutdown**

CHAPTER EIGHT:

POLICIES

On the Settings page, you can view and manage your policies.

A policy is a group of security rules. You can create a policy and then apply it to a device or device group. A policy contains settings for multiple operating systems—Windows Workstation, Windows Server, and Mac OS X—and consists of a set of security preferences that you can apply to devices and device groups.

If you change a policy that is applied to devices and device groups, once you save the settings they will be applied to all those devices and groups. The changes are also applied to any future devices and device groups you apply the template to.

DEFAULT TEMPLATE

AVG Business Management Console includes a default template that has already been set up for you, with the suggested configuration. You can apply this template or create your own by duplicating the default to customize it or by creating a new custom template. However, the default template cannot be customized or deleted, though it can be renamed. You can also change templates at any time.

USING POLICIES TO KEEP ANTIVIRUS UP TO DATE

In the General settings tab of the policy, you can choose to keep your AVG software and the threats library updated either automatically or manually.

By default, these settings are configured to update automatically, ensuring updates are always applied as they become available without you having to remember.

These settings are available on both tabs of policies:

- Windows Workstation
- Windows Server

For more information please see the [General Settings](#) section.

CONFIGURING AVG BUSINESS ANTIVIRUS WITH POLICIES

To control AVG Business Antivirus on your devices:

- Create a policy
- Apply a template to device groups

A single policy contains settings for Windows Workstations, Windows Servers, and Mac OS X. You do not need to create separate policies for each operating system.

Different shields and tools are available for Windows Workstations, Windows Servers, and Mac OS X devices. The following table shows which shields and tools are available for each:

SHIELD/TOOL	WORKSTATION	SERVER
FILE SHIELD	X	X
MAIL SHIELD	X	X
WEB SHIELD	X	X
ANTI-SPAM	X	X
FIREWALL	X	
BEHAVIOR SHIELD	X	
EXCHANGE		X
SHAREPOINT		X
DATA SHREDDER	X	

CREATING AND EDITING POLICIES

TO CREATE A POLICY

- 1 Click **Policies** , then click the name of a policy.
- 2 Click any of the following tabs:
 - **Windows Workstation**
 - **Windows Server**
 - **Mac OS X**
- 3 Click the **Active Protection** tab, then perform any of the following:

For both Windows Workstations and Windows Servers:

- [File Shield](#)
- [Mail Shield](#)
- [Web Shield](#)
- [Anti-spam](#)

For Windows Workstations only:

- [Firewall](#)
- [Behavior Shield](#)
- [Data Shredder](#)

For Windows Servers only:

- [Exchange Server Protection](#)
- [SharePoint Server Protection](#)

- 4 Click the **General** Settings tab, then perform either of the following:
 - [General Settings for Windows Workstations and Windows Servers](#)
- 5 Click the **Antivirus settings** tab, then follow the [Antivirus Settings for Windows Workstations and Windows Servers](#) procedure.

- 6 Click the **Troubleshooting** tab, then follow the [Troubleshooting Settings for Windows Workstations and Windows Servers](#) procedure.
- 7 Click **Close**.

After you configure your policy, the next step is [Assigning a policy to a device or group of devices](#).

TO EDIT A TEMPLATE

- 1 Click **Policies** .
- 2 Click a template.
- 3 Make your changes.
- 4 Click **Apply changes**.

NOTE If you change the name of the policy, click **Save name**.

TO DELETE A TEMPLATE

NOTE Any devices using the policy need to be removed from it before the template can be deleted.

- 1 Click **Policies** .
- 2 Click the **More** button  at the right of a template.
- 3 Click **Delete**.

TO SEE THE DEVICES AND DEVICE GROUPS THAT HAVE THE POLICY APPLIED

You cannot change the groups or devices assigned to a template from the **Policies** page. If you want to assign a group or device, visit the [Devices](#) page.

- 1 Click **Policies** .
- 2 Do one of the following:
 - To see the devices and device groups that have the template applied to them directly, click the **Directly assigned** column of the policy.
 - To see the devices and device groups that have the template applied to them directly, in addition to the devices and device groups that inherit the template, click the **Settings used** column in the policy.

TO CHANGE THE POLICY FOR A GROUP OR DEVICE VIA THE ASSIGNED GROUPS AND DEVICES SCREEN

- 1 Click **Policies** .
- 2 Click the **Settings used** column in the policy.
- 3 Select the check box or boxes beside the group(s) or device(s) you would like to change the policy for.
- 4 Click **Change settings**.

ACTIVE PROTECTION

NOTE Most Active Protection features are installed with the AVG Business Antivirus, but these components can be uninstalled and reinstalled as needed via the policy.

TO INSTALL OR UNINSTALL AN ACTIVE PROTECTION COMPONENT

- 1 Click **Policies** , then click the name of a policy.
- 2 Click either of the following tabs:
 - **Windows Workstation**
 - **Windows Server**
- 3 Click the **Active Protection** tab.
- 4 Do one of the following:
 - If the component is not installed, click the **Install this component link** next to the component you want to install. Then click **I understand, install component**.
 - If the component is already installed, click the  next to the component you wish to uninstall, then click **Uninstall this component**. Click **I understand, uninstall component**.
- 5 Click **Apply Changes**.

ENABLING AND DISABLING COMPONENTS

Nearly all the shields and tools available in AVG Business Antivirus can be enabled or disabled in the policies. This is especially useful if you are trying to install only a few of the components on a server, or just keeping your number of tools to a minimum. Some tools, however, can only be installed or uninstalled entirely.

TO ENABLE OR DISABLE COMPONENTS

- 1 Click **Policies** .
- 2 Click the name of a policy.
- 3 Click one of the following tabs:
 - **Windows Workstation**
 - **Windows Server**
- 4 Click the **Active Protection** tab.
- 5 Move the slider to  to enable the component. Move the slider to  to disable the component.
- 6 Click **Apply Changes**.

FILE SHIELD FOR WINDOWS WORKSTATIONS AND WINDOWS SERVERS

File Shield is the main layer of active protection in AVG Business Antivirus. It scans programs and files saved on devices for malicious threats in real-time before allowing them to be opened, run, modified, or saved. If malware is detected, File Shield prevents the program or file from infecting devices.

We strongly recommend you always keep this shield turned on and only make configuration changes if you have an advanced understanding of malware protection principles.

TO CONFIGURE WHEN FILE SHIELD SCANS FILES

- 1 Click **Policies** .
- 2 Click the name of a policy.

- 3 Click one of the following tabs:
 - **Windows Workstation**
 - **Windows Server**
- 4 Click the **Active Protection** tab.
- 5 Click the **Customize** link in the **File Shield** section.
- 6 Click the **Scan behavior** tab.
- 7 In the **Scan when executing** section, select any of the following:
 - **Scan programs when executing**
 - **Scan scripts when executing**
 - **Scan libraries when executing**
- 8 In the **Scan when opening** section, select any of the following:
 - **Scan documents when opening**
 - **Scan documents with custom extensions**, then type the custom extensions to scan.
 - **Scan all files**
- 9 In the **Scan when attaching** section, click any of the following:
 - **Scan auto-run items when removable media is attached**
 - **Scan diskette boot sectors on access**
- 10 In the **Scan when writing** section, click any of the following:
 - **Scan files when writing**
 - **Scan files with default extensions**
 - **Scan files with custom extensions**, then type the custom extensions to scan.
 - **Scan all files**
 - **Do not scan files on remote shares**
 - **Do not scan files on removable media**
- 11 Click **Apply Changes**.

NOTE You can use wildcard characters. For information on using wildcard characters, see [About file paths in Policies](#).

TO EXCLUDE FILES, FILE TYPES, AND LOCATIONS FROM FILE SHIELD

You can modify the list of locations that are not scanned. Exclusions are files and locations that will not be scanned. Enable the check boxes to define when the file is not scanned: when the file is read, written to, or executed. You can use wildcards in file names, paths, and extensions, such as ? to represent a single character, and * to represent a character string.

Exclusions that you specify on this screen only apply to File Shield and do not affect any other scans or Shields. To exclude a location from all AVG Business Antivirus scans, see [Excluding Files, Folders, or URLs from Scans and Shields for Windows Workstations and Windows Servers](#).

For information on how to use file paths, see [About File Paths in Policies](#).

- 1 In the Customization menu for **File Shield**, click the **Exclusions** tab.
- 2 Select any of the following check boxes:

- **R**—Read
 - **W**—Write
 - **X**—Execute
- 3 Type a file name, path, or extension, then click **Add**.
 - 4 Repeat step 3 until all your chosen file names, paths, and extensions are excluded.
 - 5 Click **Apply Changes**.

TO REMOVE A FILE SHIELD EXCLUSION

- 1 In the Customization menu for **File Shield**, click the **Exclusions** tab.
- 2 Next to the exclusion you want to remove, click .
- 3 Click **Apply Changes**.

TO CONFIGURE ACTIONS TO TAKE WHEN FILE SHIELD FINDS A VIRUS, POTENTIALLY UNWANTED PROGRAMS, OR SUSPICIOUS FILE

You can specify what actions to take when a virus, potentially unwanted program, or suspicious file is detected.

- 1 In the Customization menu for **File Shield**, click the **Actions** tab.
- 2 Click one of the following tabs:
 - **Virus**
 - **PUP**
 - **Suspicious**
- 3 Select an option in the **Choose what action AVG will perform after finding a virus/PUP/suspicious file** box.
- 4 If applicable, select an option in the **if the action fails, use** box.
- 5 In the **Options** section, select any of the following check boxes:
 - **Show notifications for actions**
 - **Perform the selected action when the system restarts**
- 6 In the **Processing of Infected Archives** section, select one of the following check boxes:
 - **Try to remove only the packed file from the archive; if it fails, do nothing**
 - **Try to remove only the packed file; if it fails, remove the whole containing archive**
 - **Always remove the whole archive**
- 7 Click **Apply Changes**.

TO CONFIGURE WHICH ARCHIVE FILES AVG TRIES TO UNPACK DURING A FILE SHIELD SCAN

You can choose which archive (packer) files AVG Business Antivirus should attempt to unpack during the scanning process.

File Shield is better able to analyze files for malware when files are unpacked. Unpacking a file is the same as extracting a file from an archive. Original archives, including the files contained within, remain intact when being processed by File Shield.

- 1 In the Customization menu for **File Shield**, click the **Packers** tab.
- 2 Do one of the following:

- Select **All packers**.
- Clear the **All packers** check box, then select the check boxes of individual packers.

3 Click **Apply Changes**.

TO CONFIGURE FILE SHIELD SENSITIVITY

You can adjust the sensitivity of the AVG Antivirus File Shield scan.

Heuristics enable AVG Business Antivirus to detect unknown malware by analyzing code for commands that may indicate malicious intent. Specify your preferences for the following options:

- Indicate your preferred level of heuristic sensitivity. The default setting is Normal. With higher sensitivity, AVG Business Antivirus is more likely to detect malware, but also more likely to make false-positive detections that incorrectly identify files as malware.
- Code emulations unpack and test suspected malware in an emulated environment where the file cannot cause damage to devices. Use code emulation is enabled by default.

Enable the **Test whole files** check box if you want the scan to analyze entire files rather than only the parts typically affected by malicious code. When this option is enabled, the scan is slower but more thorough.

Enable the **Scan for potentially unwanted programs (PUPs)** check box if you want the scan to look for programs that are stealthily downloaded with other programs and typically perform unwanted activity.

NOTE The more options you enable and the higher the sensitivity you set, the more thoroughly File Shield scans your devices. With higher sensitivity, false-positive detections are more likely, and more resources are consumed.

- 1 In the Customization menu for **File Shield**, click the **Sensitivity** tab.
- 2 Select an option in the **Heuristics Sensitivity** box.
- 3 Select any of the following check boxes:
 - **Use code emulation**
 - **Test whole files**
 - **Scan for potentially unwanted programs (PUPs)**
- 4 Click **Apply Changes**.

TO GENERATE AND CONFIGURE FILE SHIELD REPORTS

You can generate a report of scans and customize the content of the report.

Report files are saved in one of the following locations:

- Windows 10, Windows 8.1, Windows 8, Windows 7, or Windows Vista:
C:\ProgramData\AVG\AVG\report
- Windows XP: C:\Documents and Settings\All Users\Application Data\AVG\AVG\report

- 1 In the Customization menu for **File Shield**, click the **Report File** tab.
- 2 Select the **Generate Report File** check box.
- 3 Type a name in the **File Name** box.
- 4 Select the **File Type**.

- 5 Select an option in the **If File Exists** box.
- 6 Select any of the **Reported Items** you want to include in the report:
 - **Infected items**
 - **Hard errors**
 - **Soft errors**
 - **OK items**
 - **Skipped items**
- 7 Click **Apply Changes**.

MAIL SHIELD FOR WINDOWS WORKSTATIONS AND WINDOWS SERVERS

IMPORTANT We do not recommend you install this component on a server OS that is also running Microsoft Exchange. The Exchange and Anti-spam components handle Exchange-level filtering and will conflict with this component.

Mail Shield checks incoming and outgoing e-mail messages for viruses and links to malicious websites. This only applies to messages handled by mail management software installed on your computer, such as MS Outlook. If you access your web-based e-mail account via an Internet browser, your devices are protected by other Shields.

TO IDENTIFY WHICH MESSAGES MAIL SHIELD PROTECTS

- 1 Click **Policies**.
- 2 Click the name of a policy.
- 3 Click one of the following tabs:
 - **Windows Workstation**
 - **Windows Server**
- 4 Click the **Active Protection** tab.
- 5 Click the **Customize** link in the **Mail Shield** section.
- 6 Click the **Main Settings** tab.
- 7 Select any of the following check boxes:
 - **Scan inbound mail (POP3, IMAP4)**
 - **Scan outbound mail (SMTP)**
 - **Scan newsgroup messages (NNTP)**
- 8 Click **Apply Changes**.

TO CONFIGURE NOTES AND WARNINGS FOR E-MAILS SCANNED BY MAIL SHIELD

Configuring behavior settings of Mail Shield lets you add notes and warnings to e-mails. You can also customize certain settings for Microsoft Outlook only.

The following settings attach notes to the bottom of incoming or outgoing e-mails:

- **Insert note into clean message (incoming)**—Informs you that the e-mail you received does not contain malware.
- **Insert note into infected message (incoming)**—Informs you that the e-mail you received likely contains malware.

- **Insert note into clean message (outgoing)**—Informs recipients that the e-mail you sent does not contain malware. This option is enabled by default.

The following settings attach notes to the subject line of e-mails:

- **Add a warning to the subject line of infected e-mails**—Tags e-mails with the subject line ****VIRUS**** if the e-mail contains malware. You can also specify your own tag in the text box.
- 1 In the Customization menu for **Mail Shield**, click the **Behavior** tab.
 - 2 Select any of the following check boxes:
 - **Insert note into clean message (incoming)**
 - **Insert note into infected message (incoming)**
 - **Insert note into clean message (outgoing)**
 - **Add a warning to the subject line of infected e-mails.** If you want a custom message, type the warning to add.
 - 3 In the **MS Outlook only** section, select any of the following check boxes:
 - **Show splash screen**
 - **Scan files when attaching to e-mail**
 - **Scan archived messages when opening**
 - **Unread messages only**
 - 4 Click **Apply Changes**.

TO SCAN SSL CONNECTIONS WITH MAIL SHIELD

You can enable scanning of e-mails sent or received using SSL/TLS encrypted connection. If disabled, only e-mails sent or received via unsecured connections are scanned.

- 1 In the Customization menu for **Mail Shield**, click the **SSL Scanning** tab.
- 2 Select the **Scan SSL connections** check box.
- 3 Click **Apply Changes**.

TO CONFIGURE ACTIONS TO TAKE WHEN MAIL SHIELD FINDS A VIRUS, POTENTIALLY UNWANTED PROGRAM, OR SUSPICIOUS FILE

You can specify what actions to take when a virus, potentially unwanted program, or suspicious file is detected.

- 1 In the Customization menu for **Mail Shield**, click the **Actions** tab.
- 2 Click one of the following tabs:
 - **Virus**
 - **PUP**
 - **Suspicious**
- 3 Select an option in the **Choose what action AVG will perform after finding a virus/PUP/suspicious file** box.
- 4 If applicable, select an option in the **if the action fails, use** box.
- 5 If you want a notification that a virus, PUP, or suspicious file has been dealt with, select the **Show a notification window when action is taken** check box.

- 6 In the **Processing of Infected Archives** section, select one of the following:
 - **Try to remove only the packed file from the archive; if it fails, do nothing**
 - **Try to remove only the packed file; if it fails, remove the whole containing archive**
- 7 Click **Apply Changes**.

TO CONFIGURE WHICH ARCHIVE FILES AVG TRIES TO UNPACK

You can choose which archive (packer) files AVG Business Antivirus tries to unpack during the Mail Shield process. Mail Shield is better able to analyze files for malware when files are unpacked. Unpacking a file is the same as extracting a file from an archive. Original archives, including the files contained within, remain intact when being processed by Mail Shield.

- 1 In the Customization menu for **Mail Shield**, click the **Packers** tab.
- 2 Do one of the following:
 - Click **All packers**.
 - Clear the **All packers** check box, then select the check boxes of individual packers.
- 3 Click **Apply Changes**.

TO CONFIGURE MAIL SHIELD SENSITIVITY

You can adjust the sensitivity of the AVG Business Antivirus Mail Shield scan.

Heuristics enable AVG Business Antivirus to detect unknown malware by analyzing code for commands which may indicate malicious intent. Specify your preferences for the following options:

- Indicate your preferred level of heuristic sensitivity. The default setting is Normal. With higher sensitivity, AVG Business Antivirus is more likely to detect malware, but also more likely to make false-positive detections (incorrectly identify files as malware).
- Code emulations unpack and test any suspected malware in an emulated environment where the file cannot cause damage to devices. The Use code emulation option is enabled by default.

Enable the **Test whole files** check box if you want the scan to analyze entire files rather than only the parts typically affected by malicious code. When this option is enabled, the scan is slower but more thorough.

Enable the **Scan for potentially unwanted programs (PUPs)** check box if you want the scan to look for programs that are stealthily downloaded with other programs and typically perform unwanted activity.

The more options you enable and the higher the sensitivity you set, the more thoroughly the Shield scans your devices. With higher sensitivity, false-positive detections are more likely, and more resources are consumed.

- 1 In the Customization menu for **Mail Shield**, click the **Sensitivity** tab.
- 2 Select an option in the **Heuristics Sensitivity** box.
- 3 Select any of the following check boxes:
 - **Use code emulation**
 - **Test whole files**

- **Scan for potentially unwanted programs (PUPs)**
- 4 Click **Apply Changes**.

TO GENERATE AND CONFIGURE MAIL SHIELD REPORTS

You can generate a report of Mail Shield behavior and customize the content of the report.

- 1 In the Customization menu for **Mail Shield**, click the **Report File** tab.
- 2 Select the **Generate Report File** check box.
- 3 Type a name in the **File Name** box.
- 4 Select the **File Type**.
- 5 Select an option in the **If File Exists** box.
- 6 Select any of the **Reported Items** you want to include in the report:
 - **Infected items**
 - **Hard errors**
 - **Soft errors**
 - **OK items**
 - **Skipped items**
- 7 Click **Apply Changes**.

WEB SHIELD FOR WINDOWS WORKSTATIONS AND WINDOWS SERVERS

IMPORTANT We do not recommend you install this component on a server OS that is also running Microsoft Exchange. The Exchange and Anti-spam components handle Exchange-level filtering and will conflict with this component.

Web Shield protects your system from threats while browsing the web. It also prevents malicious scripts from running, even when you are offline.

In Web Shield, you can enable and configure web, HTTPS, and script scanning.

TO CONFIGURE WEB SHIELD

- 1 Click **Policies** .
- 2 Click the name of a policy.
- 3 Click one of the following tabs:
 - **Windows Workstation**
 - **Windows Server**
- 4 Click the **Active Protection** tab.
- 5 Click the **Customize** link in the **Web Shield** section.
- 6 Click the **Main settings** tab.
- 7 In the **Web scanning** section, select **Enable**, then select any of the following check boxes:
 - **Warn when downloading files with poor reputation**—Sends an alert message when a file with a bad rating or no rating with reputation services is being downloaded.
 - **Scan traffic from well-known browser processes only**—Resolves conflicts with lesser-known browsers and other web applications that you trust if they are blocked by the Shield

while trying to access the Internet. If you enable this option, data traffic from these lesser-known web applications is authorized and is not scanned for malware by the Shield.

- 8 In the **HTTPS scanning** section, select **Enable**, then select any of the following check boxes:
 - Use intelligent stream scanning
 - Do not scan trusted sites
 - Block malware URLs
 - Script scanning
- 9 Click **Apply Changes**.

TO CONFIGURE THE FILE TYPES WEB SHIELD SCANS

You can define which items should be scanned while they are being downloaded from the web. Both file types and MIME types can be scanned.

File types and MIME-types can include wildcard characters * or ?. The asterisk replaces zero or more characters, whereas the question mark replaces a single character. For example:

- To scan both HTM and HTML file types, type htm* into the text box.
- To scan all file types with two characters in a file extension, type ?? into the text box.

IMPORTANT For information on how to use file paths, see [About File Paths in Policies](#).

- 1 In the Customization menu for **Web Shield**, click the **Web Scanning** tab.
- 2 To scan every file when downloaded, select the **Scan all files** check box.
- 3 To choose file types to scan, select **Scan selected file types only**, then select one or both of the following:
 - **Scan files with specified extensions**, then type an extension and click **Add**.
 - **Scan files with specified MIME-types**, then type a MIME type and click **Add**.
- 4 Repeat step 3 until all extensions are added.
- 5 To not unpack archives even if they have trusted digital signatures, select the **Do not unpack archives with valid digital signatures** check box.
- 6 Click **Apply Changes**.

TO REMOVE A FILE TYPE OR MIME-TYPE FROM WEB SHIELD SCANS

- 1 In the Customization menu for **Web Shield**, click the **Web Scanning** tab.
- 2 Next to the file type or MIME-type you want to remove, click .
- 3 Click **Apply Changes**.

TO EXCLUDE URLS, MIME-TYPES, AND PROCESSES FROM WEB SHIELD

You can modify the URLs, MIME-types, and processes excluded from scanning.

NOTE Exclusions that you specify on this screen only apply to Web Shield and do not affect any other scans or Shields. To exclude a location from all AVG Business Antivirus scans, see [Excluding Files, Folders, or URLs from Scans and Shields for Windows Workstations and Windows Servers](#).

IMPORTANT For information on how to use file paths, see [About File Paths in Policies](#).

- 1 In the Customization menu for **Web Shield**, click the **Exclusions** tab.

- 2 Do any of the following:
 - To exclude a URL, in the **Use URLs to Exclude** section, select **Enable**, then type the URL and click **Add**.
 - To exclude a MIME type, in the **Use MIME-types to Exclude** section, select **Enable**, then type the MIME-type and click **Add**.
 - To exclude a process, in the **Use Processes to Exclude** section, select **Enable**, then type the path to the process and click **Add**.
- 3 Repeat step 2 until all your chosen URLs, MIME-types, and processes are excluded.
- 4 Click **Apply Changes**.

TO REMOVE AN EXCLUSION FROM A FILE, FILE TYPE, OR LOCATION IN WEB SHIELD

- 1 In the Customization menu for **Web Shield**, click the **Exclusions** tab.
- 2 Next to the exclusion you want to remove, click .
- 3 Click **Apply Changes**.

TO CONFIGURE ACTIONS TO TAKE WHEN WEB SHIELD FINDS A VIRUS, POTENTIALLY UNWANTED PROGRAM, OR SUSPICIOUS FILE

You can specify what actions to take when a virus, potentially unwanted program, or suspicious file is detected.

- 1 In the Customization menu for **Web Shield**, click the **Actions** tab.
- 2 Click one of the following tabs:
 - **Virus**
 - **PUP**
 - **Suspicious**
- 3 Select an option in the **Choose what action AVG will perform after finding a virus/PUP/suspicious file** box.
- 4 To show a notification when a virus, PUP, or suspicious file is dealt with, select the **Show a notification window when action is taken** check box.
- 5 Click **Apply Changes**.

TO CONFIGURE WHICH ARCHIVE FILES AVG TRIES TO UNPACK

You can choose which archive (packer) files AVG Business Antivirus tries to unpack during the scanning process. Unpacking a file is the same as extracting a file from an archive. Original archives, including the files contained within, remain intact when being processed by the Shield.

- 1 In the Customization menu for **Web Shield**, click the **Packers** tab.
- 2 Do one of the following:
 - Select **All packers**.
 - Clear the **All packers** check box, then select the check boxes of individual packers.
- 3 Click **Apply Changes**.

TO CONFIGURE WEB SHIELD SENSITIVITY

You can adjust the sensitivity of the AVG Business Antivirus Web Shield scan.

Heuristics enable AVG Business Antivirus to detect unknown malware by analyzing code for commands that may indicate malicious intent. Specify your preferences for the following options:

- Indicate your preferred level of heuristic sensitivity. The default setting is Normal. With higher sensitivity, AVG Business Antivirus is more likely to detect malware, but also more likely to make false-positive detections (incorrectly identify files as malware).
- Code emulations unpack and test any suspected malware in an emulated environment where the file cannot cause damage to your devices. The Use code emulation option is enabled by default.

Enable the **Test whole files** check box if you want the scan to analyze entire files rather than only the parts typically affected by malicious code. When this option is enabled, the scan is slower but more thorough.

Enable the **Scan for potentially unwanted programs (PUPs)** check box if you want the scan to look for programs that are stealthily downloaded with other programs and typically perform unwanted activity.

NOTE The more options you enable and the higher the sensitivity you set, the more thoroughly the Shield scans your devices. With higher sensitivity, false-positive detections are more likely, and more resources are consumed.

- 1 In the Customization menu for **Web Shield**, click the **Sensitivity** tab.
- 2 Select an option in the **Heuristics Sensitivity** box.
- 3 Select any of the following check boxes:
 - **Use code emulation**
 - **Test whole files**
 - **Scan for potentially unwanted programs (PUPs)**
- 4 Click **Apply Changes**.

TO BLOCK URLS WITH WEB SHIELD

Site blocking lets you create a custom list of URLs that users cannot visit. This can be useful to prevent users from accessing certain content on the web.

IMPORTANT For information on how to use file paths, see [About File Paths in Policies](#).

- 1 In the Customization menu for **Web Shield**, click the **Site Blocking** tab.
- 2 Select the **Enable site blocking** check box.
- 3 Type a **URL** and click **Add**.
- 4 Repeat step 3 until you have added all the URLs you want to block.
- 5 Click **Apply Changes**.

TO REMOVE A SITE BLOCK IN WEB SHIELD

- 1 In the Customization menu for **Web Shield**, click the **Site Blocking** tab.
- 2 Next to the block you want to remove, click .
- 3 Click **Apply Changes**.

TO EXCLUDE URLS FROM WEB SHIELD SCRIPT SCANNING

Script scanning prevents browsers and other applications from running potentially malicious scripts. This includes remote threats from the web and outside sources, local threats downloaded to your hard drive or in the browser cache, and scripts that come from encrypted connections.

NOTES

- Use exclusions only if you are sure the website you want to exclude from scanning is safe.
- Exclusions that you specify on this screen only apply to Web Shield Script Scanning and do not affect any other scans or Shields. To exclude a location from all AVG Business Antivirus scans, see [Excluding Files, Folders, or URLs from Scans and Shields for Windows Workstations and Windows Servers](#).

- 1 In the Customization menu for **Web Shield**, click the **Script Exclusions** tab.
- 2 Select the **Enable** check box.
- 3 Type a URL and click **Add**.
- 4 Repeat step 3 until you have added all the URLs you want to exclude.
- 5 Click **Apply Changes**.

TO REMOVE A URL EXCLUSION FROM WEB SHIELD SCRIPT SCANNING

- 1 In the Customization menu for **Web Shield**, click the **Script Exclusion** tab.
- 2 Next to the exclusion you want to remove, click .
- 3 Click **Apply Changes**.

TO GENERATE AND CONFIGURE WEB SHIELD REPORTS

You can generate a report of Web Shield scans and configure the content of the report.

Report files are saved in one of the following locations:

- Windows 10, Windows 8.1, Windows 8, Windows 7, or Windows Vista:
C:\ProgramData\AVG\AVG\report
- Windows XP: C:\Documents and Settings\All Users\Application Data\AVG\AVG\report

- 1 In the Customization menu for **Web Shield**, click the **Report File** tab.
- 2 Select the **Generate Report File** check box.
- 3 Type a name in the **File Name** box.
- 4 Select the **File Type**.
- 5 Select an option in the **If File Exists** box.
- 6 Select any of the **Reported Items** you want to include in the report:
 - **Infected items**
 - **Hard errors**
 - **Soft errors**
 - **OK items**
 - **Skipped items**
- 7 Click **Apply Changes**.

ANTI-SPAM FOR WINDOWS WORKSTATIONS AND WINDOWS SERVERS

Anti-spam ensures that the inbox in your mail management software is free from unwanted spam, junk e-mails, and phishing scams. This feature applies to e-mail clients installed on your devices.

You can configure the active Anti-spam settings with features such as:

- the sensitivity of the scan
- the subject line added to suspected spam and phishing messages
- whitelisting domains or recipients of outbound e-mails
- when to retrieve new rules
- enabling LiveFeed
- Microsoft Outlook features

TO CONFIGURE ACTIVE ANTI-SPAM

- 1 Click **Policies** .
- 2 Click the name of a policy.
- 3 Click one of the following tabs:
 - **Windows Workstation**
 - **Windows Server**
- 4 Click the **Active Protection** tab.
- 5 Click the **Customize** link in the **Anti-spam** section.
- 6 Click the **Main Settings** tab.
- 7 Select an option in the **Sensitivity** box.
- 8 To include a message of the Subject line of spam e-mails, select the **Mark** check box, then type a message.
- 9 To include a message of the Subject line of phishing e-mails, select the **Mark** check box, then type a message.
- 10 To whitelist recipients of outbound e-mails automatically, select one of the following check boxes:
 - **Add recipients of outbound e-mails to whitelist automatically**
 - **Add only domains of the recipients**
- 11 To update anti-spam rules at regular intervals, select the **Retrieve new rules** check box. In the **Period (in sections)** box, type an interval, in seconds.
- 12 To check all incoming e-mails against a database of global spam messages before carrying out other checks, select the **Enable LiveFeed** box.
- 13 To change MS Outlook-specific settings, do any of the following:
 - **Automatically move spam messages to the junk folder**
 - **Add entries from address book to whitelist automatically**
- 14 Click **Apply Changes**.

TO ADD E-MAIL ADDRESSES TO THE ANTI-SPAM WHITE LIST

The White List is a list of senders whose e-mails are never treated as spam and are always delivered as normal.

- 1 In the Customization menu for **Anti-spam**, click the **White List** tab.
- 2 Type an e-mail address in the **White List** box and click **Add**.

NOTE Type the full e-mail address. Wildcard characters are not permitted.

- 3 Repeat step 2 until all e-mail addresses are added.
- 4 Click **Apply Changes**.

TO REMOVE AN E-MAIL ADDRESS FROM THE ANTI-SPAM WHITE LIST

- 1 In the Customization menu for **Anti-spam**, click the **White List** tab.
- 2 Next to the exclusion you want to remove, click .
- 3 Click **Apply Changes**.

NOTE In AVG Business Antivirus versions 19.5 and newer, you can also overwrite local whitelist settings by clicking the check box next to **Advanced settings**.

TO ADD E-MAIL ADDRESSES TO THE ANTI-SPAM BLACK LIST

The Black List is a list of senders whose e-mails are always treated as spam.

- 1 In the Customization menu for **Anti-spam**, click the **Black List** tab.
- 2 Type an e-mail address in the **Black List** box and click **Add**.

NOTE Type the full e-mail address. Wildcard characters are not permitted.

- 3 Repeat step 2 until all e-mail addresses are added.
- 4 Click **Apply Changes**.

TO REMOVE AN E-MAIL ADDRESS FROM THE ANTI-SPAM BLACK LIST

- 1 In the Customization menu for **Anti-spam**, click the **Black List** tab.
- 2 Next to the exclusion you want to remove, click .
- 3 Click **Apply Changes**.

NOTE In AVG Business Antivirus versions 19.5 and newer, you can also overwrite local blacklist settings by clicking the check box next to **Advanced settings**.

FIREWALL FOR WINDOWS WORKSTATIONS

Firewall monitors all network traffic between devices and the outside world to protect you from unauthorized communication and intrusions.

TO ASSIGN A PROFILE TO A DEFINED NETWORK AND DEFINE NETWORKS

The two profiles you can assign to defined networks are:

- Private (Trusted)—Provides a lower level of security
- Public (Not trusted)—Provides a higher level of security

We recommend you apply the Public profile to all networks that are not your private network, such as when you connect to the Internet in a café or at an airport.

- 1 Click **Policies** .
- 2 Click the name of a policy.

- 3 Click the **Windows Workstation** tab.
- 4 Click the **Active Protection** tab.
- 5 Click the **Customize** link for **Firewall** in the **Antivirus Protection** section.
- 6 Click the **Networks** tab.
- 7 Select a default profile for undefined networks in the **Default profile for undefined network** box.

NOTE If you select **Users can choose profile**, end users can set their own profile for the network.

- 8 If applicable, select the **Overwrite the profile of every network which was already set by the user with** check box.

NOTE This option is available if you chose Private (Trusted) or Public (Not trusted), and lets you override network profiles that end users have defined, replacing their choice with the default profile you chose.

- 9 If you would like to define networks, click **Add network** and do the following:
 - In the **Network name** box, type a name for the network.
 - In the **MAC address of network router** box, type the network box's MAC address.
 - In the **Profile** box, select a profile.
 - Click **Add**.
- 10 Repeat step 9 for all networks you want to add.
- 11 Click **Apply Changes**.

TO UPDATE OR EDIT A DEFINED NETWORK

- 1 In the Customization menu for **Firewall**, click the **Networks** tab.
- 2 In the **Defined networks** box, click on the network you would like to make changes to.
- 3 Make your changes.
- 4 Click **Update**.

TO OVERRIDE USER-DEFINED FIREWALL RULES

Selecting this option lets you control all Firewall rules from AVG Business Management Console.

- 1 In the Customization menu for **Firewall**, click the **Rules** tab.
- 2 Select the **Control all rules via the web console** check box.
- 3 Click **Apply Changes**.

TO DEFINE FIREWALL ADVANCED SETTINGS

- 1 In the Customization menu for **Firewall**, click the **Networks** tab.
- 2 Check or uncheck the boxes to enable or disable the following advanced options:
 - Internet Connection Sharing mode
 - Allow all connections with Friends when in Private mode
 - Disable the new way of controlling the network profiles (available from AV 19.3 and newer) by the console and let the local user control it completely.

TO DEFINE FIREWALL PROFILE SYSTEM RULES

We recommend you only change system rules if you have advanced knowledge of firewall concepts or for troubleshooting purposes. Firewall is already configured to provide the appropriate firewall protection for most uses.

- 1 In the Customization menu for **Firewall**, click the **Rules** tab.
- 2 Click the **System Rules** tab.
- 3 In each of the following sections, select **Enabled**, **Disabled**, or **Decide based on packet rules**:
 - **Allow Windows File and Printer Sharing**—Authorizes other devices in the network to access shared folders and printers on devices.
 - **Allow remote desktop connections to this computer**—Authorizes other devices in the network to remotely access and control devices when the Remote Desktop service is enabled.
 - **Allow incoming ping and trace requests (ICMP)**—Authorizes incoming Internet Control Message Protocol messages. ICMP is typically used by system tools, such as ping or tracer commands, for diagnostic or control purposes when troubleshooting connectivity issues.
 - **Allow outgoing ping and trace requests (ICMP)**—Authorizes outgoing Internet Control Message Protocol messages.
 - **Allow IGMP traffic**—Authorizes multicast communication using the Internet Group Management Protocol, which is required by some media streaming services for more efficient use of resources during activities such as video streaming and gaming.
 - **Allow multicast traffic**—Authorizes applications and services for media streaming when distributing content to groups of multiple recipients in a single transmission, which is necessary for activities such as video-conferencing.
 - **Allow DNS**—Authorizes communication with Domain Name Servers which enables devices to recognize the IP addresses of the websites you visit.
 - **Allow DHCP**—Authorizes communication using the Dynamic Host Configuration Protocol to automatically provide network devices and devices with IP addresses and other related configuration information such as the subnet mask and default gateway.
 - **Allow VPN connections via PPTP**—Authorizes connections to Virtual Private Networks based on the Point-to-Point Tunneling Protocol. This protocol is known to present numerous security risks.
 - **Allow VPN connections via L2TP-IPSec**—Authorizes connections to Virtual Private Networks based on a more secure combination of the Layer 2 Tunneling Protocol and Internet Protocol Security in comparison with the older Point-to-Point Tunneling Protocol.
 - **Allow stealth mode for public networks**—Prevents attackers from uncovering information about devices and running services when your Firewall is in Public mode, which is the Network profile you should set when you are connected to a public network, such as in a cafe or at an airport.
- 4 Click **Apply Changes**.

TO DEFINE A DEFAULT FIREWALL RULE FOR APPLICATIONS

You can define a default rule for applications that do not have a specific rule defined. The default rule is applied to any application that does not appear in the list on this page.

- 1 In the Customization menu for **Firewall**, click the **Rules** tab.
- 2 Click the **Application Rules** tab.

- 3 Select an option in *For applications with no defined rules, allow the following*:
 - **Auto-decide**—Firewall allows connections with verified applications but blocks connections from unknown or suspicious applications.
 - **All connections**—Firewall allows all connections automatically.
 - **No connections**—Firewall blocks all connections automatically.
 - **Ask user**—Firewall asks the end user if they want to allow or block the connection.
- 4 Click **Apply Changes**.

TO APPLY A FIREWALL CONNECTION RULE FOR AN APPLICATION

You can apply one of the existing Firewall connection rules to an application. If you want to define a custom connection, follow the [To create a custom Firewall connection rule for an application](#) procedure.

- 1 In the Customization menu for **Firewall**, click the **Rules** tab.
- 2 Click the **Application Rules** tab.
- 3 Click **Add application rule**.
- 4 In **Application name** box, type a name for the rule.
- 5 In the **Application path** box, type the path to the application, including the application's file extension. For example, `C:\Program Files\app.exe`.

NOTE To see variables you can use in the application path, click **Show system path variables**.

- 6 Select one of the following options in **Allow Connections**:
 - **All connections**—Allows all incoming and outgoing connections.
 - **Internet out only**—Allows only outgoing connections to the internet.
 - **No connections**—Does not allow any connections.
- 7 Click **Add application rule**.

TO CREATE A CUSTOM FIREWALL CONNECTION RULE FOR AN APPLICATION

When you create a custom Firewall connection rule for an application, three default rules are provided for you:

- **Internet Out**—Allows TCP and UDP protocols out.
- **Internet In**—Allows TCP and UDP protocols in.
- **Default Rule**—Blocks all protocols, out and in, unless a specific rule allows the protocol to communicate. For example, this rule is applied to ICMPv6 by default, blocking ICMPv6 from communicating either in or out. TCP and UDP would be blocked by this rule, however, the other two rules supersede this rule and allow them to communicate.

You can edit or disable any of these three rules, and you can also create additional rules for other protocols.

- 1 On the **Application Rules** tab, click **Add application rule**.
- 2 In **Application name** box, type a name for the rule.
- 3 In the **Application path** box, type the path to the application, including the application's file extension. For example, `C:\Program Files\app.exe`.

NOTE To see variables you can use in the application path, click **Show system path variables**.

- 4 In **Allow connections**, select **Set custom packet rules**.
- 5 To add a new rule, click **Add new rule** and do the following:
 - In the **Enabled** column, select the **Enabled** check box.
 - In the **Name** column, type a name.
 - In the **Action** column, select an action.
 - In the **Protocol** column, select a protocol.
 - In the **Direction** column, select a direction.
 - In the **Address** column, type an address.
 - In the **Local Port** column, type a port number.
 - In the **Remote Port** column, type a port number.
 - In the **ICMP Type** column, type the ICMP type.
 - In the **Profile** column, select a profile.
- 6 Click **Update**.
- 7 Click **Add application rule**.
- 8 Click **Apply Changes**.

NOTES

- To edit an application rule, next to the rule click  , make your changes, then click **Save application rule**.
- To delete a rule, next to the rule click  , then click **Yes**.

TO DEFINE FIREWALL ADVANCED PACKET RULES

By default, packet rules are applied in the order they appear on the Advanced packet rules page. You can also reorder these rules to change the order in which they are applied. New packet rules are added to the bottom of the list, giving them the lowest priority.

- 1 In the Customization menu for **Firewall**, click the **Rules** tab.
- 2 Click the **Advanced packet rules** tab.

TO ADD A NEW PACKET RULE

- 1 Click **Add new rule**.
- 2 Do the following:
 - In the **Enabled** column, select the **Enabled** check box.
 - In the **Name** column, type a name.
 - In the **Action** column, select an option.
 - In the **Protocol** column, select a protocol.
 - In the **Direction** column, select a direction.
 - In the **Address** column, type an address.
 - In the **Local Port** column, type a port number.
 - In the **Remote Port** column, type a port number.
 - In the **ICMP Type** column, type the ICMP type.
 - In the **Profile** column, select a profile.
- 3 Click **Update**.
- 4 Click **Apply Changes**.

TO EDIT A PACKET RULE

You can edit the custom rules you have created. Default packet rules are not available to edit.

- 1 On the **Advanced packet rules** tab, click any custom rule you have created.
- 2 Make your changes, then click **Update**.
- 3 Click **Apply Changes**.

TO CHANGE THE ORDER OF A PACKET RULE

You can change the order that custom packet rules are applied. Default packet rules are applied in the order they appear on the Advanced Packet Rules tab.

- 1 On the **Advanced packet rules** tab, click and drag the  button next to any custom rule you have created.
- 2 Drop the rule in a new location in the list.
- 3 Click **Apply Changes**.

TO DISABLE A PACKET RULE

- 1 On the **Advanced packet rules** tab, click any custom rule you have created.
- 2 In the **Enabled** column, clear the check box, then click **Update**.
- 3 Click **Apply Changes**.

TO DELETE A PACKET RULE

- 1 On the **Advanced packet rules** tab, click **Delete**  next to any custom rule you have created.
- 2 Click **Yes**.
- 3 Click **Apply Changes**.

BEHAVIOR SHIELD FOR WINDOWS WORKSTATIONS

Behavior Shield is an additional layer of active protection in AVG Business Antivirus. It monitors all processes on devices in real-time for suspicious behavior that may indicate the presence of malicious code. Behavior Shield works by detecting and blocking suspicious files based on their similarity to other known threats, even if the files are not yet added to the virus definitions database.

TO DEFINE WHAT BEHAVIOR SHIELD DOES WITH SUSPICIOUS PROGRAMS

You can configure how Behavior Shield deals with suspicious files that it encounters.

- 1 In the **Active Protection** tab for **Behavior Shield**, click the **Customize** link.
- 2 In the **Main Settings** section, select a check box from the following options to define how to deal with suspicious programs:
 - **Always ask**
 - **Automatically move detected threats to the Chest**
 - **Automatically move known threats to the Chest**
- 3 Click **Apply Changes**.

TO EXCLUDE LOCATIONS FROM BEHAVIOR SHIELD SCANS

You can set up file locations that are excluded from Behavior Shield.

Exclusion paths can include wildcard characters * or ?. The asterisk replaces zero or more characters, whereas the question mark replaces a single character. For example:

- To block all subdomains and domains of a particular website, add *. to the beginning and /* to the end of the website domain, type *.example.com/* into the text box.
- To block any website containing triple "x" anywhere in the URL, type *xxx* into the text box.
- To block all html pages with the filename containing a single character in domain of a particular website, type example.com/? .html into the text box.

NOTE Exclusions that you specify on this screen only apply to Behavior Shield and do not affect any other scans or Shields. To exclude a location from all AVG Business Antivirus scans, see [Excluding Files, Folders, or URLs from Scans and Shields for Windows Workstations and Windows Servers](#).

IMPORTANT For information on how to use file paths, see [About File Paths in Policies](#).

- 1 In the **Active Protection** tab for **Behavior Shield**, click the **Customize** link.
- 2 In the **Exclusions** section, type a file location to exclude and click **Add**.
- 3 Repeat step 2 until all locations are added.
- 4 Click **Apply Changes**.

TO REMOVE AN EXCLUSION FROM BEHAVIOR SHIELD

- 1 In the **Active Protection** tab for **Behavior Shield**, click the **Customize** link.
- 2 Next to the exclusion you want to remove, click .
- 3 Click **Apply Changes**.

EXCHANGE SERVER PROTECTION FOR WINDOWS SERVERS

Exchange Server protection is available for Windows Servers and protects your Exchange Server from threats.

TO CONFIGURE EXCHANGE SERVER SCANNING

- 1 Click **Policies** .
- 2 Click the name of a policy.
- 3 Click the **Windows Server** tab.
- 4 Click the **Active Protection** tab.
- 5 Click the **Customize** link in the **Exchange** section.
- 6 Click the **Scanning** tab.
- 7 Select any of the following check boxes:
 - **Scan messages on-access**
 - **Scan messages in the background**
 - **Enable proactive scanning**
 - **Scan at transport level**
 - **Scan RTF message bodies**
 - **Try to clean infected objects**
- 8 Click **Apply Changes**.

TO CONFIGURE ACTIONS TO TAKE WHEN EXCHANGE SERVER PROTECTION FINDS UNTESTABLE OR INFECTED ITEMS

- 1 In the **Customization** menu for **Exchange Server protection**, click the **Actions** tab.
- 2 In the **Untestable Items** area, select any of the following check boxes:
 - **Allow full access to the item**
 - **Overwrite the item with a warning**
 - **Delete the whole message**
 - **If possible, change object icon**
- 3 In the **Infected Items** area, select any of the following check boxes:
 - **Allow full access to the item**
 - **Overwrite the item with a warning**
 - **Delete the whole message**
 - **If possible, change object icon**
- 4 Click **Apply Changes**.

TO BLOCK E-MAIL ATTACHMENTS ON EXCHANGE SERVERS

You can choose to block attachments with certain filename masks. Hackers can mask filenames to make malicious files appear to be safe.

- 1 In the **Customization** menu for **Exchange Server protection**, click the **Blocking** tab.
- 2 Select the **Enable attachment blocking by name** check box.
- 3 Type a filename mask and click **Add**.
- 4 Repeat step 3 until you have added all the attachment filenames you want to block.
- 5 To configure the file that replaces the attachment, type in the following boxes:
 - **Filename replacement**
 - **Replace with**
- 6 Click **Apply Changes**.

SHAREPOINT SERVER PROTECTION FOR WINDOWS SERVERS

SharePoint server protection is available for Windows servers and protects your SharePoint Server from threats. SharePoint server protection does not have any configurable options but is available to users in AVG Business Antivirus.

DATA SHREDDER FOR WINDOWS WORKSTATIONS

Data Shredder lets you irreversibly erase your files or whole drives so that there is no way for anyone to restore and misuse your data.

Random overwrite overwrites your data with random patterns.

TO CONFIGURE DATA SHREDDER

- 1 Click **Policies** .
- 2 Click the name of a policy.
- 3 Click the **Windows Workstation** tab

- 4 Click the **Active Protection** tab.
- 5 Click the **Customize** link in the **Data Shredder** section.
- 6 Select an option in the **Algorithm Settings** box.
- 7 Type the number of passes you want to perform for random overwrite or increase/decrease the number using the plus and minus signs in the box.
- 8 Click **Apply Changes**.

GENERAL SETTINGS

General settings let you control how you access and get notifications from AVG Business Antivirus, as well as how you update programs and virus definitions. You can also set your proxy, if you use one, enable or disable debug logging, and show or hide the AVG Business Antivirus icon in your toolbar tray.

GENERAL SETTINGS FOR WINDOWS WORKSTATIONS AND WINDOWS SERVERS

- 1 Click **Policies** .
- 2 Click the name of a policy.
- 3 Click one of the following tabs:
 - **Windows Workstation**
 - **Windows Server**
- 4 Click the **General Settings** tab.
- 5 Select any of the following:
 - **Password Protection**—Password protect access to the AVG Business Antivirus UI.
 - **Silent Mode**—No messages/notifications are displayed.
 - **Debug logging**—Records operations, processes, and errors that occur. Enabling this will create very large log files on the target devices.
 - **AVG tray icon**—Displays an icon in the tray.
- 6 In the When to update section, choose automatic or manual updates for the following:
 - **Virus definitions updates**
 - **Program updates**
- 7 If you are using devices with Antivirus version 18.4 and older, click the dropdown and choose an option for **Virus definitions updates and Program updates**:
 - Via available **Local Update Servers**
 - Directly from AVG Update Servers
- 8 In the Proxy Settings section, do one of the following:
 - Select **Direct connection (no proxy)**.
 - Select **HTTP proxy**, then enter an address, port, and authentication method.
 - Select **SOCKS v4 proxy**, then enter an address and port.
- 9 Click **Apply Changes**.

ANTIVIRUS SETTINGS

ANTIVIRUS SETTINGS FOR WINDOWS WORKSTATIONS AND WINDOWS SERVERS

The Antivirus settings of policies include:

- **CyberCapture**—Enable the CyberCapture cloud-based smart file scanner to isolate suspicious files in a safe environment and automatically establish a two-way communication channel with AVG Threat Labs for immediate analysis.
- **Hardened Mode**—Enable to evaluate files is based on their reputation coming from the cloud.
- **Exclusions**—Identify paths and URLs excluded from scanning and shield protection.

TO CONFIGURE ANTIVIRUS SETTINGS

- 1 Click **Policies** .
- 2 Click the name of a policy.
- 3 Click one of the following tabs:
 - **Windows Workstation**
 - **Windows Server**
- 4 Click the **Antivirus settings** tab.
- 5 To isolate suspicious files and send info to AVG Threat Labs, in the **CyberCapture** section, select the **Activate** check box, then select one of the following:
 - **Enabled**
 - **Disabled**
- 6 Select an option in the **Hardened Mode** box:
 - **Disabled**
 - **Moderate**—Blocks files that have bad or no ratings
- 7 Click **Apply Changes**.

EXCLUDING FILES, FOLDERS, OR URLs FROM SCANS AND SHIELDS FOR WINDOWS WORKSTATIONS AND WINDOWS SERVERS

You can exclude certain files, folders, or URLs from scanning. While it is generally not recommended, you may want to exclude certain files or websites from scanning, for example if you want to speed up your scans or to avoid false positive detections.

Exclusions created in the File paths and URL Addresses sections apply globally to all manual scans and Shields. To exclude files only from a specific scan or Shield, use the Exclusions section in the settings of that particular scan or Shield.

NOTE Set exclusions only if you know that the files and websites you want to exclude are not infected.

TO EXCLUDE FILES, FOLDERS, OR URLs FROM SCANS AND SHIELDS

- 1 Click **Policies** .
- 2 Click the name of a policy.

- 3 Click one of the following tabs:
 - **Windows Workstation**
 - **Windows Server**
- 4 Click the **Antivirus Settings** tab.
- 5 Do any of the following:
 - To exclude a file path, click the **File Paths** tab, then type the file path and click **Add**.
 - To exclude a URL, click the **URL Addresses** tab, then type the URL and click **Add**.
 - While DeepScreen is no longer included in AVG Business Antivirus, the tab for it under Exclusions is still present. However, any exclusions entered under the DeepScreen tab will not do anything.
 - To exclude a file path from Hardened Mode, click the **Hardened Mode** tab, then type the file path and click **Add**.
- 6 Repeat step 5 until you have added all your exclusions.
- 7 Click **Apply Changes**.

TO REMOVE AN EXCLUSION FROM A FILE, FILE TYPE, OR LOCATION FOR SCANS AND SHIELDS

- 1 In the **Antivirus Settings** tab, click the **Exclusions** tab.
- 2 In the **Exclusions** section, click one of the following tabs:
 - **File Paths**
 - **URL Addresses**
 - **DeepScreen**
 - **Hardened Mode**
- 3 Next to the exclusion you want to remove, click .
- 4 Click **Apply Changes**.

TROUBLESHOOTING SETTINGS

TROUBLESHOOTING SETTINGS FOR WINDOWS WORKSTATIONS AND WINDOWS SERVERS

The Troubleshooting settings of policies include:

- **Enable anti-rootkit monitor**—Normally AVG Business Antivirus scans for rootkits when the operating system starts to detect viruses that cannot be detected after startup. Unchecking this box disables the scan for quicker startup, but an active virus may not be detected.
- **AVG self-defense Module**—AVG Business Antivirus contains self-defense features to prevent virus attacks from modifying or deleting critical Antivirus files. Clearing this box turns off the self-defense module and allows AVG Business Antivirus files to be deleted.
- **Limit program access for Guest account**—Prevents a Guest user logged into one of your devices from accessing or altering AVG Business Antivirus files.
- **Enable Hardware-Assisted Virtualization**—This is a more secure way to launch virtualized processes. If this box is checked, potential threats opened in Sandbox cannot modify your computer or files.

TO CONFIGURE TROUBLESHOOTING SETTINGS FOR WINDOWS WORKSTATIONS AND WINDOWS SERVERS

- 1 Click **Policies** .
- 2 Click the name of a policy.
- 3 Click one of the following tabs:
 - **Windows Workstation**
 - **Windows Server**
- 4 Click the **Troubleshooting** tab.
- 5 Select **Activate** for any of the following check boxes:
 - **Enable anti-rootkit monitor**
 - **AVG self-defense module**
 - **Enable hardware-assisted virtualization**
- 6 In the **Mail** section, do any of the following:
 - Type port numbers in any of the ports boxes.

NOTE To add multiple ports, separate them with a comma.

- Type a server address or port in the **Ignored addresses** box.
- Select the **Ignore local communication** check box.

- 7 Click **Apply Changes**.

ABOUT FILE PATHS IN POLICIES

In certain elements of Policies, wildcard characters can help you when you do not know the exact file path or file name of files you want to include or exclude, or if you want to indicate multiple files in one path.

CHARACTER	MEANING
?	Replaces a single character For example, <code>ab?.html</code> matches the files <code>abc.html</code> , <code>abd.html</code> , and <code>abe.html</code> . It will not match the file <code>abc.htm</code> .
*	Replaces zero or more characters For example <code>*.html</code> matches the files <code>abc.html</code> , <code>abd.html</code> , and <code>abe.html</code> . The pattern <code>*txt</code> matches the files <code>abc.txt</code> , <code>x.txt</code> , and <code>xyztxt</code> .

Under certain circumstances, you will not get the expected result without using wildcards. For example:

- To exclude all HTML files, type `*.htm*` into the text box. Typing `.html` or `.htm` into the text box will not include any files because no full file name is represented.
- To exclude a folder and its sub-folders, add `*` to the end of the folder name, for instance `C:\example*`.

- To exclude all files labeled in a certain way on any of your hard drives, include `?:\` in front of the path, for instance `?:\example.exe`.

NOTE Not all file paths allow the use of wildcards.

CHAPTER NINE:

REPORTS

The Reports page displays a visual representation of data for:

- **Devices**
- **Tasks**
- **Threats**

IMPORTANT AVG Business Management Console does not currently support any methods of exporting report data or graphics.

You can change the timeframe of the report, and you can also change the regional settings for the report. Regional settings include the first day of the week and your time zone.

NOTE When you change the time zone, the new time zone is applied everywhere times and dates appear in the console. For example, the last time your devices were synched and the date when the last threat was blocked.

TO CHANGE THE REPORTING PERIOD

- 1 Click **Reports** .
- 2 Choose an option in the **Show report for** box.

TO CHANGE REGIONAL SETTINGS ON THE REPORTS PAGE

- 1 Click **Reports** .
- 2 Click the **UTC** link in the top right of the window.
- 3 Choose the day your week starts on.
- 4 Choose your time zone.
- 5 Click **Save**.

REGIONAL SETTINGS

The time and date options you can set on the Regional settings tab affect how reports are generated and displayed.

FIRST DAY OF THE WEEK

When you choose the first day of the week, weekly reports begin on that day of the week. For example, if you choose Sunday, all weekly reports begin on Sundays. If you choose Monday, all weekly reports begin on Mondays.

TIME ZONE

The time zone displays on the top right corner of reports. You can change your time zone at any time.

TO SET TIME AND DATE OPTIONS

- 1 Click **General Settings** .
- 2 Click the Regional Settings tab.

- 3 In the **First day of week** box, select a day.
- 4 In the **Time zone** box, select a time zone.
- 5 Click **Save**.

DEVICES REPORT

This area displays information on devices. The number of devices removed and added are displayed.

TOP 10 DEVICES WITH FAILED TASKS

This section displays the number of times each task has failed on each of your devices. If an automatic recurring task fails multiple times, each failure is recorded as a different task failure.

DEVICES OVERVIEW

Device removed refers to the number of times you uninstalled AVG Business Antivirus from a device, regardless of whether you uninstalled AVG Business Antivirus from the console or directly from the device.

Devices added refers to the number of devices you have installed and activated AVG Business Antivirus on. If you install AVG Business Antivirus on a device but do not activate it from the console, the device is not counted.

If you reinstall AVG Business Antivirus on a device, the device won't be included in the count for devices removed or devices added.

TASKS REPORT

This area displays information on tasks that have completed and tasks that have failed.

TASKS OVERVIEW

One-time tasks refer to tasks that were not scheduled and tasks that were scheduled to run just once. Automatic recurring task runs refer to every task that was executed during the selected time period on each of your devices. For example, if you selected Last 30 days as your time-range and you have one recurring task that runs daily on all five of your devices, your Task overview shows 150 automatic recurring task runs from one recurring task (1 task x 30 runs on 5 devices = 150 runs in total).

The number of failed task runs is calculated based on every task run on each of your devices. Therefore, you may have multiple failed task runs even with only one device.

THREATS REPORT

This area displays external threats to devices and data, and how you have been protected from them.

THREAT OVERVIEW AND THREATS OVER TIME

Displays how many threats were detected by each shield. It counts threats that were resolved as well as those that were not resolved for any reason.

THREAT TYPES

Displays a breakdown of the threat categories of all detected threats.

TOP 10 THREATS

Displays how many times a particular threat was detected by any shield, no matter if it was resolved or not. If the same threat was detected on more devices that might mean an infected source has spread across your devices.

HOW THREATS WERE RESOLVED

Displays a breakdown of actions taken to resolve the threats. It counts only successful actions.

TOP 10 INFECTED DEVICES

Displays the devices that have the most threats detected. Both resolved and unresolved threats are displayed.

CHAPTER TEN:

SUBSCRIPTIONS

The Subscriptions page displays valuable information about your AVG Business Antivirus subscriptions and gives you the tools to manage your protection.

On this page, you can see:

- What level of protection you have
- How many devices you have protected
- When your protection expires
- Whether your protection is set to auto-renew
- When you last updated your subscription status

TO VIEW INFORMATION ABOUT PROTECTION AND SUBSCRIPTIONS

- 1 Click **Subscriptions** .
- 2 View any of the following:
 - To see what level of protection you have, identify which boxes on the page are highlighted.
 - To see how many devices are protected, identify the number of devices in each of the highlighted boxes. You can also see the number of subscriptions you have for devices. For example, if a box displays “Devices 3/10,” this indicates that you have 3 assigned devices out of 10 subscriptions that you own.
 - To see when your protection expires, see the date next to **Expiration** in the boxes. Your protection expires after this date.
 - To see your auto-renewal status, see the status next to **Auto-renewal**.
 - To see when you last updated your subscription status, see the time and date next to **Latest update** at the bottom of the page.

MANAGE SUBSCRIPTION TASKS

The tasks you can perform on this page are:

- Buy additional devices for your subscription
- Manage your auto-renewal status
- Extend your subscription expiry date
- Start a new trial or a trial of another level of protection
- Buy AVG Business Antivirus subscriptions
- Update subscription status
- Compare the level of protection in AVG Business Antivirus products

NOTE If you are using the AVG Business Antivirus as a trial, the subscription page lets you turn your trial into a subscription.

TO CHANGE AUTO-RENEWAL STATUS

If your auto-renewal status is On, your subscriptions automatically renew for one year on the expiration date. If not, your protection expires on that date and you must renew manually. If Unknown is displayed, the autorenewal status cannot be retrieved.

NOTE Auto-renewal requires that your AVG Business user profile is complete and has a valid credit card that can be charged.

- 1 Click **Subscriptions** .
- 2 Under an Antivirus tier that you have a subscription for, click the link next to **Auto-renewal**.

TO EXTEND THE EXPIRY DATE OF YOUR SUBSCRIPTION

- 1 Click **Subscriptions** .
- 2 Under an Antivirus tier that you have a subscription for, click **Extend expiration**.

TO START A SUBSCRIPTION TRIAL

- 1 Click **Subscriptions** .
- 2 Under an Antivirus tier that you do not have a subscription for, click **Start Trial**.

TO BUY SUBSCRIPTIONS

- 1 Click **Subscriptions** .
- 2 Do one of the following:
 - To buy subscriptions for additional devices for an Antivirus tier that you already have a subscription for, click **Buy more devices**.
 - To buy or renew a subscription for an Antivirus tier that you do not have a subscription for, click **Buy now**.

TO UPDATE SUBSCRIPTION STATUS

Subscription statuses include:

- Trial
- Paid
- Expired

You may need to update your subscription status when you convert from an expired or trial subscription to paid.

- 1 Click **Subscriptions** .
- 2 Click the **Update now** link at the bottom of the page.

TO COMPARE THE PROTECTION LEVEL OF ANTIVIRUS PRODUCTS

- 1 Click **Subscriptions** .
- 2 Click the **business products** link at the bottom of the page.

IMPORTANT If you need to change the subscription for a singular device, this can be done only on the Devices tab. Reasons you might change the subscription are if you purchased a different AVG Business Antivirus product and want to activate the change on your device(s), such as moving from Antivirus Pro to Antivirus Pro Plus.

TO CHANGE THE SUBSCRIPTION EDITION OF A DEVICE

NOTE This procedure requires the device to restart.

- 1 Click **Devices** .
- 2 Do one of the following:
 - To include multiple devices, select the check boxes of the devices. Then click **Actions**, **Change subscription**.
 - For a single device, click the **More** button  next to a device, then click **Change subscription**.
- 3 Click **Apply** for the subscription you want to change to.

CHAPTER ELEVEN:

HELP & SUPPORT

AVG TECHNICAL SUPPORT

Before contacting Technical Support, you can try any of the following steps:

- Restarting your computer
- Checking that your computer's internet access is working
- Updating to the latest version of AVG for Business Management Console
- Reading the [Troubleshooting](#) section of this manual
- Looking for the answer to your technical questions on the [AVG forum](#) and in the [Knowledge Base](#)

The Help & Support button located at the bottom left hand corner of your Navigation Bar provides you with different help and support sections.



Click the  button to reach the Help & Support menu, where you will find the following support sections:

SUPPORT DOCUMENTS

- **User manuals**
 - Link to our On-Premise Console User Manual
- **Knowledge Base articles**
 - Link to our AVG Knowledge Base for additional how to articles
- **Product development**
 - Link to our Product Development Roadmap so you can learn more about up and coming features and enhancements
- **Legal documents**
 - Link to [AVG.com/legal](#) site for more legal information
- **Learn more about this console**
 - Link to our AVG Business Management Console product page on [AVG.com](#)
 - Link to our AVG Business Blog site
 - Link to our AVG Business Forum

CONTACT OUR SUPPORT

- **Submit a technical support ticket**
 - Submit an e-mail to our Technical Support group for e-mail support
- **Call our support staff**
 - View the list of phone numbers for contacting our Technical Support team

TO SUBMIT A TICKET TO AVG TECHNICAL SUPPORT

NOTE All fields are mandatory.

- 1 Click **Create New Ticket**.
- 2 Type the following:

- **Company**
- **Contact Name**
- **E-mail**
- **Phone**
- **Subject**
- **Description**

3 Click **Send**.

HELP US BECOME BETTER

- **Vote for and submit new ideas**
 - Link to our AVG Business Idea page, submit new features and enhancements that you would like to see in our AVG Business Cloud Management Console and Client
 - **Tell us about your user experience**
- 1 Link to our User Experience Survey that will help us know what you think of our AVG Business Management Console

TROUBLESHOOTING

In this section, you can find answers to the most common troubleshooting questions.

WHERE CAN I FIND LOGS?

If you used the default installation path, the AVG Business Management Console logs will be in C:\Program Files\AVG\Management Console\Console\Log.

When troubleshooting using logs, you will find most common issues in main.log

CAN I TURN ON DEBUG LOGGING?

You can turn on debug logging, but it is not recommended, since it creates many logs. Debug logging can be enabled in the [General Settings](#) tab of the Policy.

WHERE ARE THE POSTGRESQL LOGS?

You can find PostgreSQL log information in the Windows Events logs.

MY DEVICE IS INSTALLED BUT DOES NOT APPEAR IN THE CONSOLE

This may be because the device does not support IPv6 hostnames.

WHY ARE MASTER AGENTS NOT WORKING?

If a Master Agent isn't working, confirm the settings are applied correctly. If you find the settings are correct, then you may find that a firewall or network issue is keeping updates from being transferred from the Master Agent to the client device.

CAN I SUPPORT DEVICES THAT USE PROXY SERVERS?

AVG Business Management Console does support end devices using a proxy server. Proxy servers can be configured in the [General Settings](#) tab of the Policies. You can also configure a proxy server for console device in the [Proxy Settings](#) section.

CAN I USE AVG BUSINESS MANAGEMENT CONSOLE ON AN OFFLINE NETWORK?

AVG Business Management Console requires access to the internet.

CAN I MOVE A DEVICE BEING MANAGED FROM MY CLOUD MANAGEMENT CONSOLE TO THE ON-PREMISE MANAGEMENT CONSOLE, OR VICE-VERSA?

No, you cannot transfer a device between the Cloud Management Console and the On-Premise Management Console, and vice versa, at this time. If you are changing consoles, you will have to reinstall the devices on the new console.

CAN I EXPORT SETTINGS SUCH AS EXCLUSIONS FROM ONE CONSOLE AND IMPORT THEM INTO ANOTHER?

This is not a feature at the current time but may be implemented in the future.

HOW DO I FIX ERROR CODE #550 “NO SMTP SERVER DEFINED. USE REAL SERVER ADDRESS INSTEAD OF 127.0.0.1 IN YOUR ACCOUNT”?

This error occurs when Web Shield and Mail Shield are installed on a server operating system that is also running Microsoft Exchange. To resolve, ensure both Shields are completely turned off and removed from the device.

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