Remote Administration Use Cases

Performing Tasks in the New AVG Consoles

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Console Migration Introduction

With the migration of the AVG Remote Administration Console to the new AVG Business On-Premise and Cloud Console(s,) the Business Technical Support team would like to ensure our partners and customers know how to perform their usual tasks in the new Console. The other benefit of this migration is that the AVG Business Protection and Consoles will no longer be in maintenance mode, but will be actively improved upon with regular feature releases.

This document is meant to cover the most common uses as determined by our Technical Support team. You can read about other tasks and options in the Consoles by accessing our **Knowledge Base**.

Console Use Cases

Remote Deployment

Remote Deployment allows customers to install AVG Business Protection (Antivirus, Internet Security Business, File Server Edition, Email Server Edition) on computers within their domain/network straight from the Console.

In Remote Administration Console

You can remotely install from the Remote Administration Console using the **Install AVG on stations** wizard in the Tools menu. This would use the Console device to scan your devices by Active Directory, IP range, or domain, and install AVG on whatever stations did not have it already.

In AVG Business Console(s)

You must designate a Master Agent to scan your Active Directory and deploy AVG Business Protection to your network. In order to designate a Master Agent you must install the AVG client on a device in your network through another method, such as the installer file. We recommend you use a server device for a Master Agent.

1. Click **General Settings** in the bottom-left corner
2. Click the *Master Agents* tab and review the displayed information
3. Click **Add new Master Agent**
4. Select a device to promote as Master Agent
5. Click **Select**
6. Wait until the Master Agent's status changes from *Pending* to *Active*.

Once you have a Master Agent, you may begin the Remote Deployment process.

1. In the Dashboard, click **Download installer**
2. Click **Deploy installers remotely** and review the Deploy remotely in four steps section
3. Click **Begin deployment process**
4. Insert your full domain (such as int.domain.com or domain.local) displayed in Control Panel → System, and domain administrator credentials
5. Click **Scan your network**

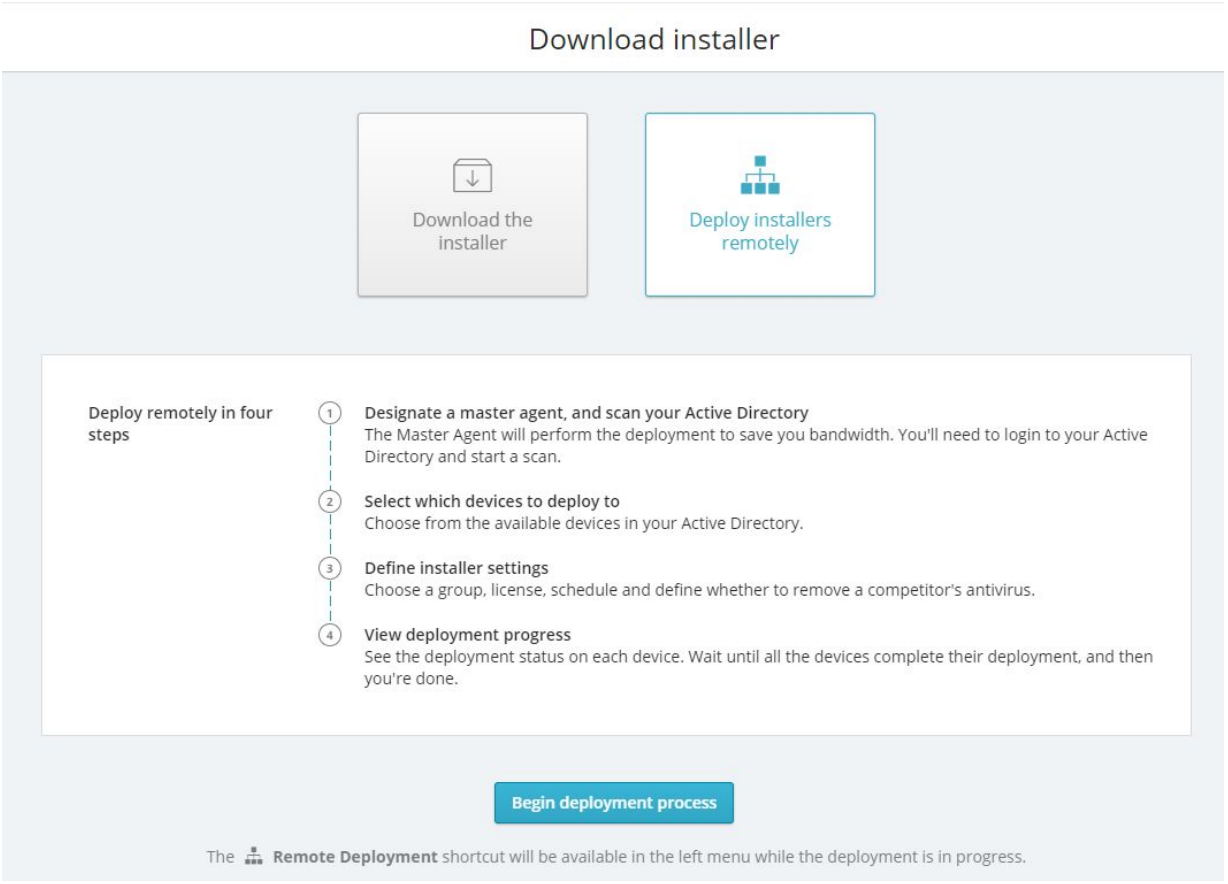
The device detection process also uses Address Resolution Protocol (ARP) to ping all IP addresses. This process can take up to 15 minutes, possibly longer depending on the network. If a response is received, a reverse DNS lookup occurs.

After a successful scan, you will see the folder structure of your Active Directory displayed in Remote Deployment Step 2/4, including devices that may no longer exist in your network.

1. Select the devices in the list that you wish to deploy Antivirus to
2. Click **Define installer settings**
    - Select your subscription, group, settings template, and check the *Remove other conflicting antivirus products during deployment* (Recommended) box
    - If you would like to copy your Active Directory's group structure, check the *Copy Active Directory group structure* into the selected group box
3. Click **Start deployment to devices**
4. After the deployment completes, click the **Finish Remote Deployment** button

Please allow several minutes to several hours to deploy (depending upon network bandwidth, device quantity, etc). Once the status changes to Deploying in the Management Console, you should see an AVG setup installer and other AVG services start in Task Manager on the devices.

All deployed devices will be asked to reboot, which the end user can either confirm or postpone. All deployed devices will be activated automatically.



Configuring Settings for Groups and Devices

Customers can configure the settings for AVG Business Protection to be personalized for their network and needs, including the ability to enable or disable specific components.

In Remote Administration Console

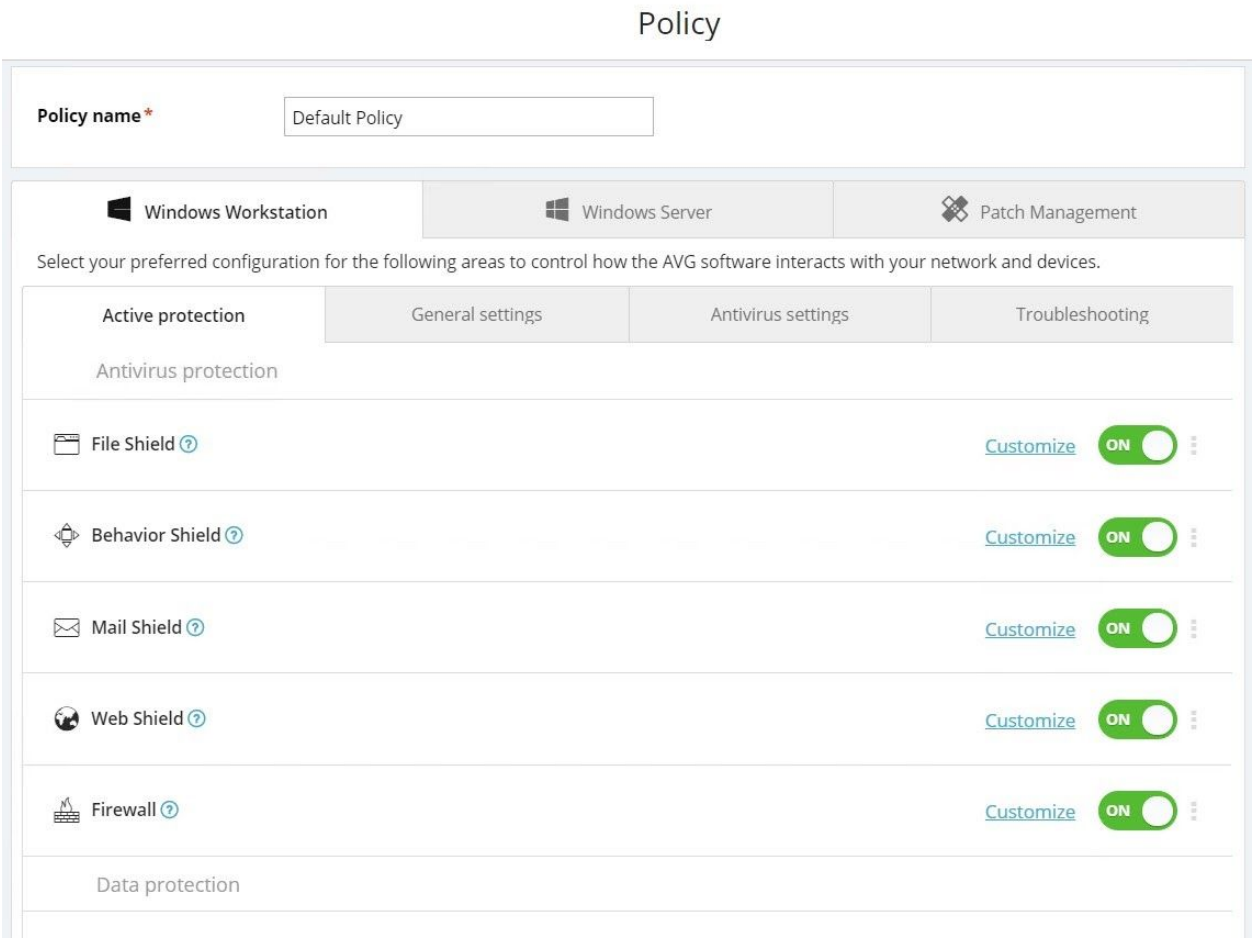
Devices are grouped in this Console and settings are configured directly for each group, meaning creating multiple groups with the same settings requires manual work. These can be configured in the **Shared settings for stations** section, which will allow you to choose components, schedule tasks such as scans, exceptions, and update proxies. Additionally, settings for stations (devices) and servers are separated, and Firewall settings for stations are not included in the base settings.

In AVG Business Console(s)

Devices generally use the settings template or policy applied to the group they are in, though you can change the settings template or policy of specific devices if you so choose. For example, you may want a settings template or policy for a group of server devices, and if one server in the group needs specialized settings you can change the template for that one device within the group.

You can configure settings for Windows workstations, Windows servers, and Mac OS X devices within the same settings template or policy.

1. Click **Device settings**
2. Click the name of the template you wish to configure
3. Make your changes, bearing in mind that each Antivirus component has further configuration options if you click **Customize** in the *Active Protection* tab
4. When you are done, click **Apply changes**



Configuring Firewall Settings

The Firewall is one of the most important components of AVG Business Protection as it manages web traffic, blocking potentially dangerous connections to and from your devices. Configuration is sometimes necessary to prevent necessary traffic from being blocked.

In Remote Administration Console

The Remote Administration Console has very few configuration options for the **Firewall in the Shared Firewall settings for stations** menu. You can only configure system and application rules.

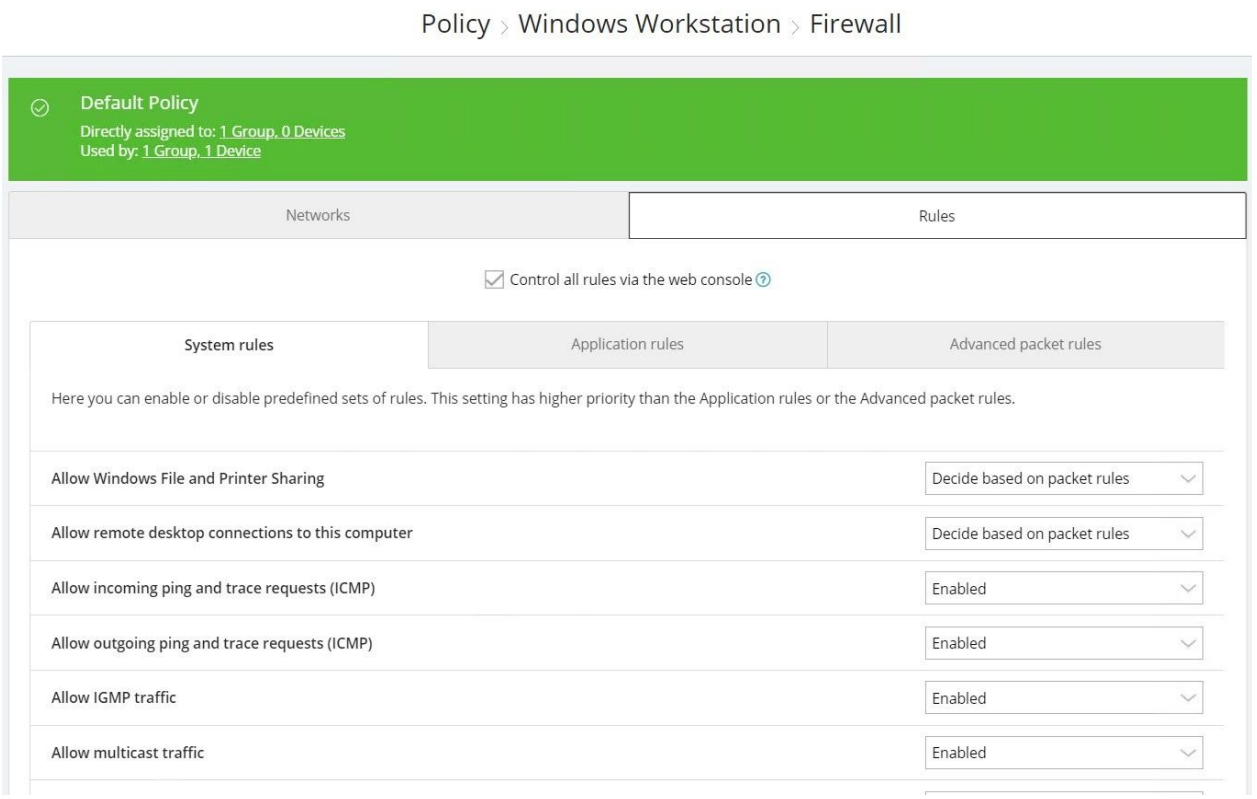
In AVG Business Console(s)

The AVG Business Firewall is an Active Protection component that can be configured with manual rules for the system, applications, and packets.

1. Click **Device settings**
2. Click the name of the template you wish to configure
3. On the *Active Protection* tab, click **Customize** beside the Firewall component
4. On the *Networks* tab, you can select the default profile (public or private) for undefined networks, create a list of defined networks and their profiles, and enable or disable additional advanced settings
5. On the *Rules* tab, you can create and configure System, Application, and Advanced Packet rules

a. **System:** the highest tier of rules, configuration for various types of web traffic
b. **Application:** the middle tier of rules, configuration for specific applications on your devices and what types of connections are allowed
c. **Advanced Packet:** the lowest tier of rules, configuration for specific packets based on protocol, port, ICMP type, etc

6. When you are done, click **Apply changes**



Handling Threats

When threats are detected by AVG Business Protection, they must be handled quickly to ensure devices are kept safe and secure.

In Remote Administration Console

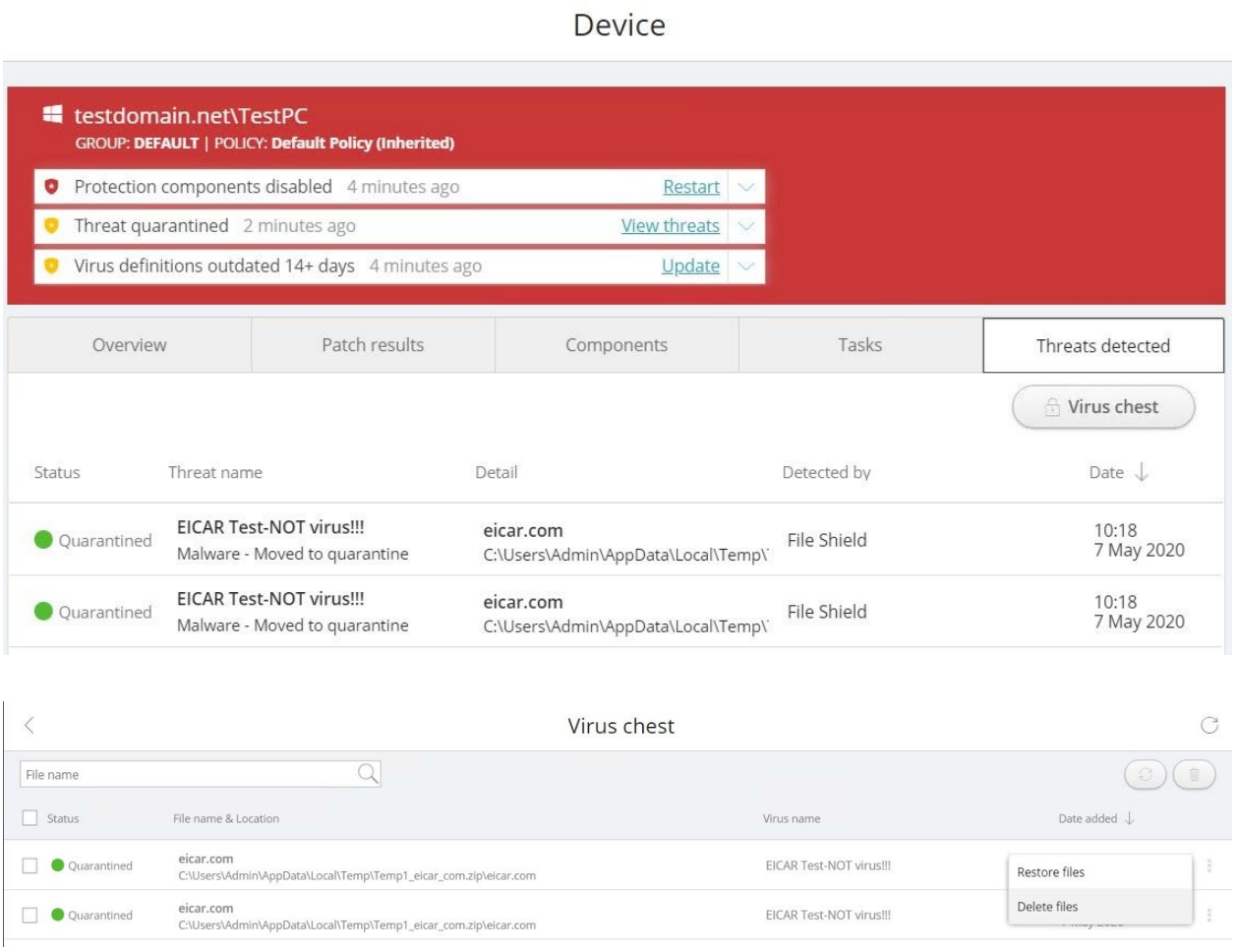
Threat notifications in this Console are listed in the Notifications and Scan results pages. Customers can push a threat removal command from the Console itself if the Antivirus has not been configured to deal with certain threats automatically.

In AVG Business Console(s)

Threat notifications in the AVG Business Consoles are provided on the Dashboard, Notifications, and Devices pages. Threats are listed under 3 categories:

- Viruses
- Potentially Unwanted Programs (PUPs)
- Suspicious Files

You can configure what actions AVG Business Protection takes automatically when these threats are detected in the settings templates. If a threat has been located and moved to the Virus Chest on the device, you can view the Chest from your Console and either delete or restore the file.



Server Settings

Servers often require specialized settings, especially for Antivirus programs, to ensure web traffic is protected but not interfered with unnecessarily.

In Remote Administration Console

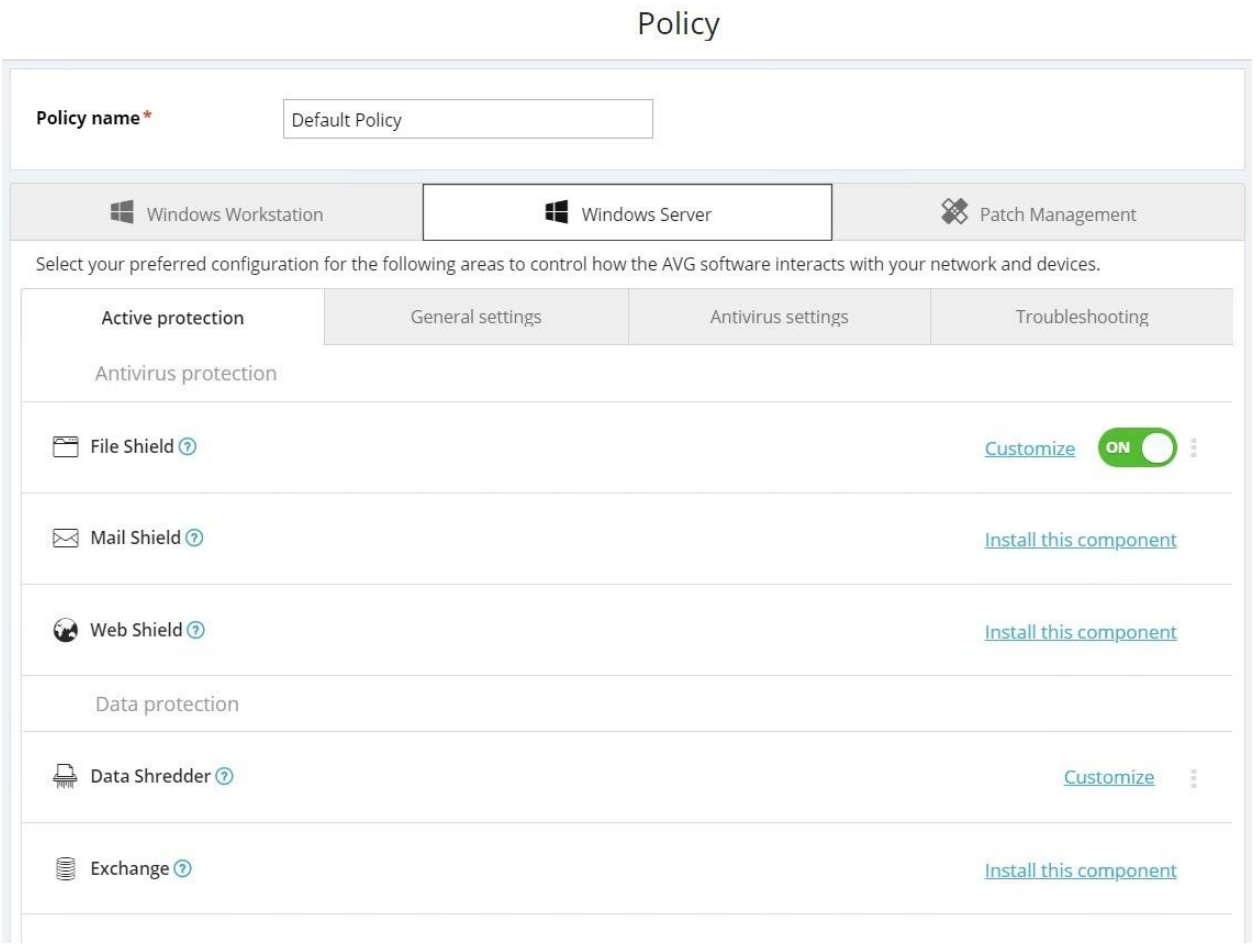
Settings for servers must be configured in the **Shared settings for application servers** section, which will allow you to choose components, schedule tasks such as scans, exceptions, and update proxies.

In AVG Business Console(s)

Settings for servers can be configured in the same settings templates or policy as settings for workstations. You may still wish to have a separate settings template or policy for your server devices.

1. Click **Device settings**
2. Click the name of the template you wish to configure
3. Click the Windows Server tab

4. Make your changes, bearing in mind that each Antivirus component has further configuration options if you click **Customize** in the *Active Protection* tab
5. When you are done, click **Apply changes**



Device States

Devices have different levels of safety — called states — based on the various detected threats across your network.

In Remote Administration Console

The levels of safety for stations are listed as non-compliance states. This can be caused by unhealed high severity detections, unhealed medium severity detections, rootkits not removed, excess time since the last scan or synchronization, a restart needed, and/or need updates to the virus definitions/program versions.

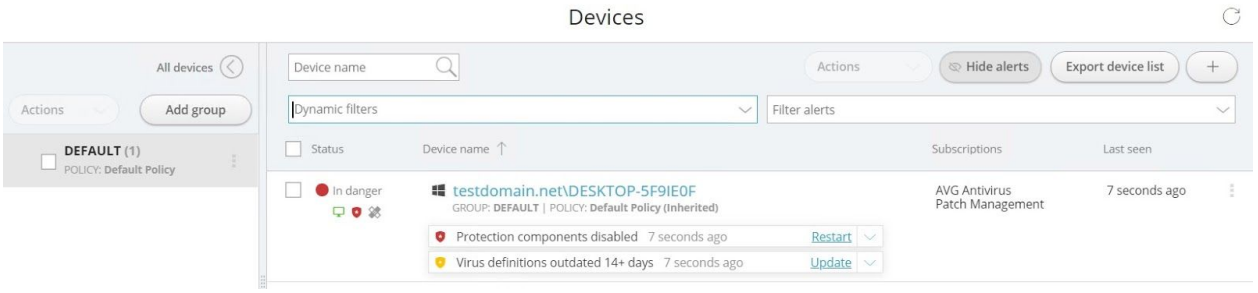
In AVG Business Console(s)

Devices fall under one of three states, visible in the *Dashboard* and on the *Devices* page.

- **Safe:** your device has no active alerts and the Antivirus program and virus definitions are up to date
- **Vulnerable:** your device has some minor active alerts, such as missing patches

- **In Danger:** your device has one or more major active alerts, such as virus definitions out of date

The *Notifications* page will list alerts as they come up, along with actions required to resolve them. You can also see them on the *Devices* page, and they fall under two types: Security and Network.



Installation Scripts

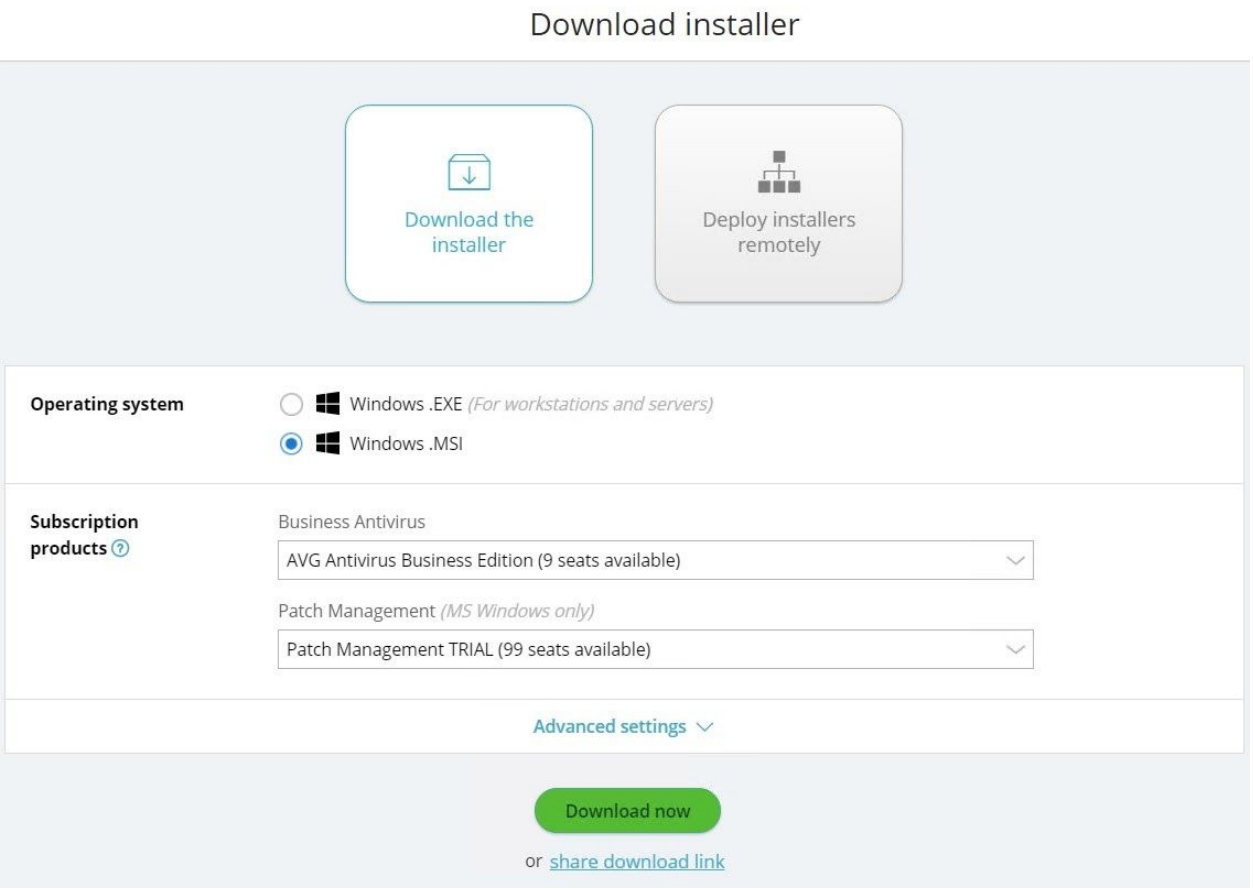
Installation scripts can help users install AVG Business Protection on many devices with minimal effort, particularly if Remote Deployment is not an option.

In Remote Administration Console

You can create custom installation scripts using the AVG Network Installer Wizard to then deploy to multiple devices across your network without using the remote deployment option.

In AVG Business Console(s)

While the AVG Business Console does not support the creation of installation scripts, you can create a .msi installer file for deployment through GPO.



VPS Updates

Virus databases must be updated regularly to ensure AVG Business Protection can detect newer threats. These updates are generally done automatically by the Antivirus program.

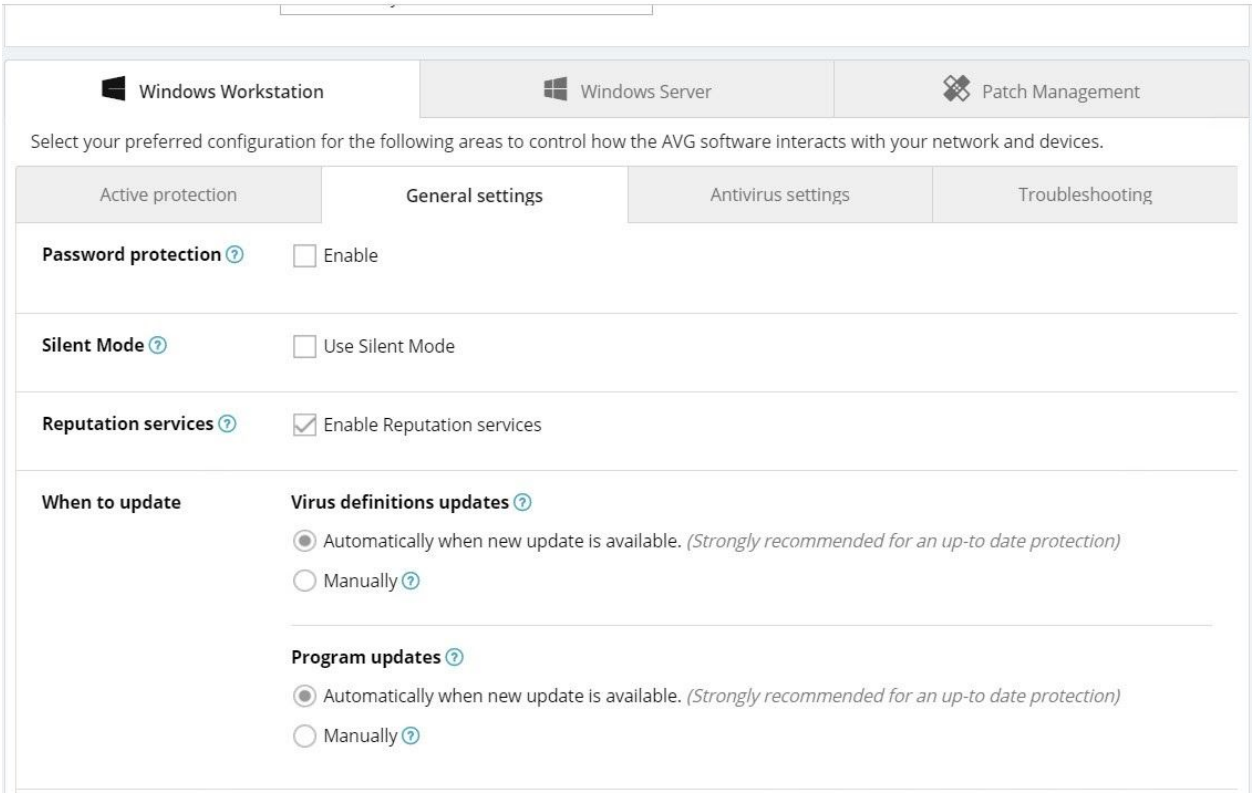
In Remote Administration Console

The Remote Administration Console receives notifications when virus definition updates are released, so you can ensure your devices are up to date.

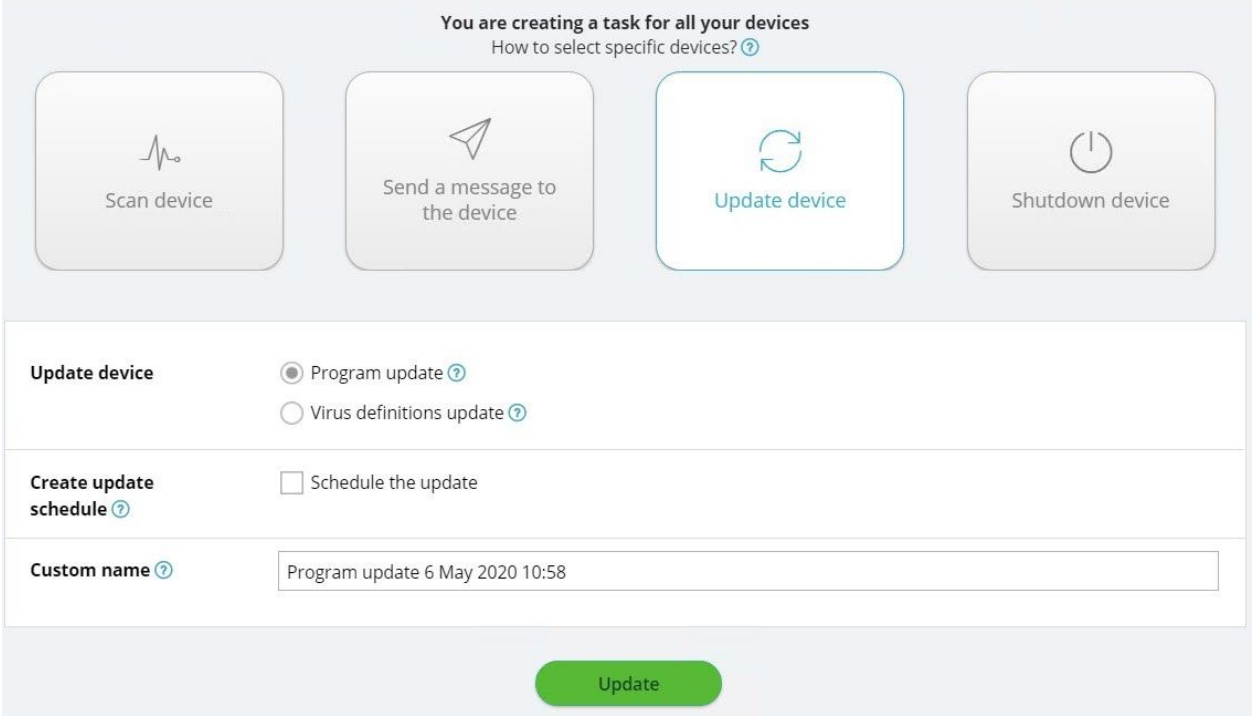
In AVG Business Console(s)

As configured in the default policy, VPS updates occur automatically when devices are connected to the internet, and you will receive notifications if devices' virus definitions are out of date. You can also set the updates to manual so you have control over when to update your devices, at which point you will need to use the Tasks tab to send update commands.

Policy



Create new task



Update Proxies vs Local Update Servers

Update proxies are URLs used to update devices that may be different from the standard URL. The AVG Business Consoles do not use update proxies, but rather devices on the network host and push out updates to other managed devices.

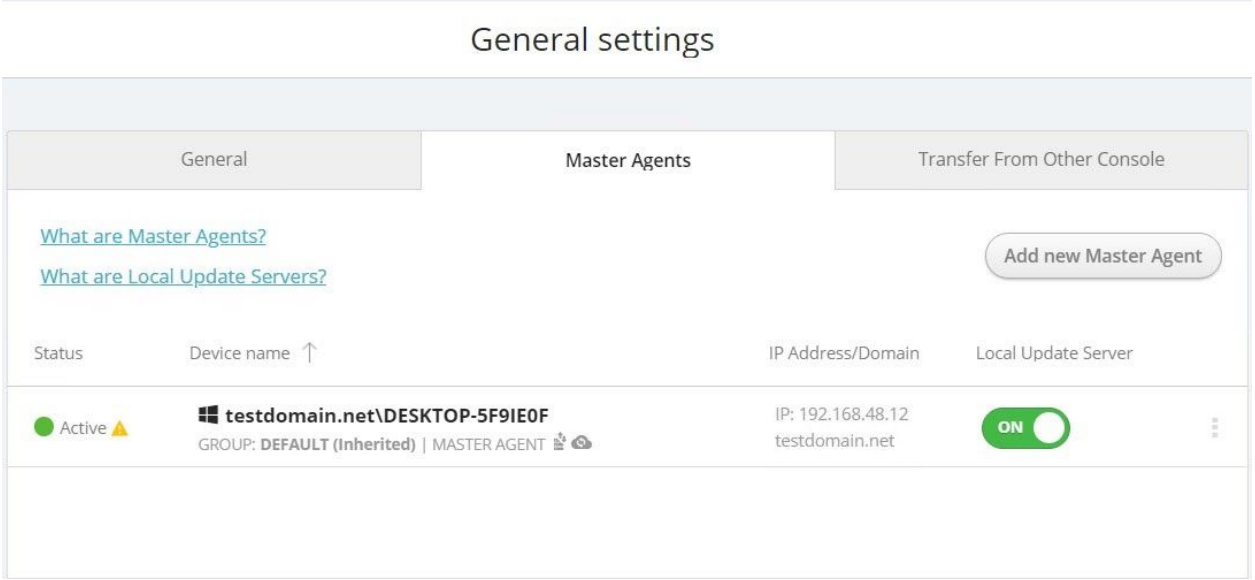
In Remote Administration Console

You can set a custom update URL proxy during the installation of end devices, or in the **Shared settings for stations** section.

In AVG Business Console(s)

The AVG Business Console uses devices marked as Master Agents / Local Update Servers to push updates through your network. These devices should have a fixed IP address, be online at all times, and ideally be server devices.

1. Click **General Settings** in the bottom-left corner
2. Click the *Master Agents* tab and review the displayed information
3. Click **Add new Master Agent**
4. Select a device to promote as Master Agent
5. Click **Select**
6. Wait until the Master Agent's status changes from *Pending* to *Active*
7. On the *Master Agents* tab, ensure the slider under Local Update Server is **On**



Installing in Offline/Isolated Networks

Certain networks have limited or no internet access and therefore require an Antivirus solution that does not require access to the internet.

In Remote Administration Console

With the option for update proxies, the Remote Administration Console can be installed and used in an offline or isolated environment with minimal configuration.

In AVG Business Console(s)

The AVG Business Management (On-Premise) Console can be installed in an offline or isolated environment, but requires some specialized configuration during the installation of the Console itself. For details on the configuration, see the Knowledge Base article **Offline Networks in Avast and AVG Business On-Premise Console**.